



November 21, 2005

RE: RFP DGS-2053 ADDENDUM #16

TO ALL INTERESTED BIDDERS:

This addendum makes changes or corrections to the following RFP Sections:

SECTION 4

Section 4 TOC. Updated the table of contents to reflect changes in this addendum.

Section 4.2. Modified the wording of the fourth bullet, after the comma and starting with the word “and” as follows: “and for refreshing competitively bid services or adding technology enhancements to services through the life of the Contract.”

Section 4.5.5.1. Added “(M)” designation to section title.

Section 4.5.5.1.1. Removed the bolding on the word “commitment” in the first paragraph of the section.

Section 4.5.6.1 (page 4-17). Added “(M)” designation to section title.

Section 4.5.6.2 (page 4-18). Added “(M)” designation to section title.

Section 4.5.6.3 (page 4-18). Added “(M)” designation to section title.

Section 4.5.9. Changed heading name from “Dedicated Contract Program Manager Responsibilities (DCPM)” to “Dedicated Contract Program Manager (DCPM) Responsibilities (M)”. Note that the designation “M” was also added.

SECTION 5

Section 5 TOC. Updated Table of Contents, pages i and ii.

Section 5.3.1, page 1. Modified the title to read “Quality State And Contractors Business Relationship Principles”.

Section 5.3.1, page 2. Added the phrase, “with special emphasis on the conditions described in Section 4.5.5, Contract Business Relationships”, at the end of the first and second paragraphs on page 15.



Section 5.3.1, page 2. Modified the phrase in the third paragraph from the top as follows: “Quality State And Contractors Business Relationship Principles”.

Section 5.26, page 16. Added the sentence: “For details about what to submit in the Detailed Technical Proposal, see Section 8.3.4, Detailed Technical Proposal Submittal.”

Section 5.28, page 17. Added an asterisk to Form 5-N, Quality State and Contractors Business Relationship Principles, to indicate that it is a required form when submitting proposals, and modified the exhibit title as follows: “QUALITY STATE AND CONTRACTORS BUSINESS RELATIONSHIP PRINCIPLES”.

Exhibit 5-N, page 28. Modified the exhibit title as follows: “QUALITY STATE AND CONTRACTORS BUSINESS RELATIONSHIP PRINCIPLES”.

SECTION 6.1

Section 6.1 TOC. Updated table of contents.

Section 6.1.1.2, end of the first paragraph page 3. Added the phrase, “with special emphasis on Section 4.5.5, Contract Business Relationships; split the second paragraph into two paragraphs, *and* added a phrase referencing Section 4.5.5, Contract Business Relationships, to the new third paragraph.

Section 6.1.2.1. Deleted first bullet that read “Local Toll”.

Section 6.1.2.5. Added “(M-O)” designation to section title.

Section 6.1.2.7, page 19. Deleted the following text from the first paragraph: “, and Local Toll (calls going outside the 16 mile local area, but within a single LATA)”.

Section 6.1.2.7, page 20. Deleted the third line item from Table 6.1.2.7.a.

Section 6.1.2.8. Deleted entire subsection titled “Intra-LATA Toll Free Services (M-O)”.

Section 6.1.2.10, second bullet. Changed “gbps” to “gig”.

Section 6.1.3.11. Added “(M-O)” designation to section title.

Section 6.1.3.11.2. Changed section designation from “(M-O)” to “(M)”.



Section 6.1.5, pages 111 through 119-d. Made major revisions throughout the entire subsection titled “Other Services”. (See vertical lines in margins.)

Section 6.1.8.1.8, second bullet on page 138. Changed “1/31” to “1/30.”

Section 6.1.8.2, pages 139 and 140. Revised list of bullets. Consolidated “examples of fraud” into one list that the Contractor “shall” identify.

Section 6.1.11.2.1. Added “(M)” designation to section title.

Section 6.1.11.2.12, pages 181-183. Formatted and repaginated entire table. Added line items (under ‘services’) for “Inside Wiring” and “Station Cabling”.

SECTION 6.2

Section 6.2 TOC. Updated table of contents.

Section 6.2.1.2, pages 2, 2A, and 3. Added the phrase, “with special emphasis on Section 4.5.5, Contract Business Relationships” at the end of the first paragraph. Split the second paragraph into two paragraphs. Added a phrase referencing Section 4.5.5, Contract Business Relationships, to the new third paragraph.

Section 6.2.6.1.3. Added “(M-O)” designation to section title.

Section 6.2.6.1.4. Added “(M-O)” designation to section title.

Section 6.2.10.2. Added names of countries to be priced, page 35.

Section 6.2.12. Added names of countries to be priced, page 39.

Section 6.2.15.2. Added “(M)” designation to section title.

Section 6.2.16, pages 56 through 57-f. Made major revisions throughout the entire subsection titled “Other Services”. (See vertical lines in margins.)

Section 6.2.19.2, pages 74-75. Revised list of bullets. Consolidated “examples of fraud” into one list that the Contractor “shall” identify.

Section 6.2.22.2.2. Added “(M)” designation to section title.



Section 6.2.22.2.9, pages 107 and 108. Formatted and repaginated entire table. Added line items (under ‘services’) for “Inside Wiring” and “Station Cabling”.

SECTION 6.3

Section 6.3 TOC. Updated table of contents.

Section 6.3.1.2. Added the phrase, “with special emphasis on Section 4.5.5, Contract Business Relationships”, at the end of the first paragraph; split the second paragraph into two paragraphs, and added a phrase referencing Section 4.5.5, Contract Business Relationships to the new third paragraph.

Section 6.3.2, pages 6, 6a, and 6b. Added four model scales for IP telephony services. Added a table that describes the tasks for each service. Added last sentence to paragraph about ‘Geographic Requirements’.

Section 6.3.2.1, page 11. Added “Grade of Service – P.01” to Technical Requirements.

Section 6.3.4, pages 49-49a. Changed total number of end users from 4,000 to 80,000. Changed number of end users for each city area.

Section 6.3.4.3, page 59. Added “Grade of Service – P.03” to Technical Requirements.

Section 6.3.8, pages 100 through 102-a. Made major revisions throughout the entire subsection titled “Other Services”. (See vertical lines in margins.)

Section 6.3.11.2. Revised list of bullets. Consolidated “examples of fraud” into one list that the Contractor “shall” identify.

Section 6.3.14.2.14. Formatted and repaginated entire table. Added line items (under ‘services’) for “Inside Wiring” and “Station Cabling”.

SECTION 6.4

Section 6.4 TOC. Updated table of contents.

Section 6.4.1.2. Added the phrase, “with special emphasis on Section 4.5.5, Contract Business Relationships”, at the end of the first paragraph on the page; split the second paragraph into two paragraphs, and added a phrase referencing Section 4.5.5, Contract Business Relationships to the new third paragraph.



Section 6.4.6, pages 92-94. Made major revisions throughout the entire subsection titled “Other Services”. (See vertical lines in margins.)

Section 6.4.9.2. Revised list of bullets. Consolidated “examples of fraud” into one list that the Contractor “shall” identify.

Section 6.4.11, page 122. Corrected section number for “Customer Advocacy” from 6.4.12 to 6.4.11.

Section 6.4.12.2.4, page 135. Changed number of channels from ‘10’ to ‘50’.

Section 6.4.12.2.9, pages 142-143. Formatted and repaginated entire table. Added line items (under ‘services’) for “Inside Wiring” and “Station Cabling”.

SECTION 7

Cost Table 6.2.3 Cost Table, Exhibit 7-B, Page 1. Corrected reference in first sentence on Page 1 and modified list of countries in column B of the table.

SECTION 8

Section 8.3.4, pages 6-6A. Modified instructions to clarify requirements for formatting the detailed technical proposals.

Section 8.3.5. Replaced bullet at top of page 9 with: “Bidders must submit draft proposals in the accordance with the instructions in Section 8.3.4., Detailed Technical Proposal Submittal.” (See changes to 8.3.4 above.)

Section 8.3.6. Replaced the third bullet on pages 10-11 with: “Bidders must submit final proposals in the accordance with the instructions in Section 8.3.4., Detailed Technical Proposal Submittal.” (See changes to 8.3.4 above.) Page 11 is included in this addendum because the first two lines were part of the third bullet and were deleted.

Section 8.3.6, Figure 8-1, page 13. Made the following changes:

- Replaced the phrase “Contract Business Relationship Responses (See RFP Section 4.5)” with the phrase “Proposed Environment (See RFP Section 4)” in the first column, 5th row, under the heading “Volume 1 – Response to Requirements”.
- Modified the list of forms in the “Detailed Administrative Response” row.



- Added an asterisk under the heading “Detailed Technical Proposal” in the “Detailed Administrative Response” row.
- Replaced the phrase “Appendix B (Model Contract)” with “Appendix B-1, B-2, B-3, B-4 (Model Contract)” in the last row on page 13.
- Added an ‘X’ in the last row on page 13 under the column heading: “Changes to Contract Language”.

SECTION 9

Section 9.5.3, Table 9.5.3-D, page 11. Changed titles and section numbers of items “6.3.17” to “6.3.18”.

Section 9.5.3, Table 9.5.3-E, page 22. Changed title of 6.4.5 to “General Training Requirements” and changed titles and section numbers of items “6.4.15” to “6.4.16”.

GENERAL NOTE

All of the references above are summaries. Please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum.

Please send any questions to me via e-mail.

Sincerely,

Steven Casarez
DGS, Procurement Division
Technology Acquisitions Section
P.O. Box 989054
West Sacramento, CA 95798-9054
(916) 375-4481
email: steve.casarez@dgs.ca.gov

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SECTION 4

PROPOSED ENVIRONMENTS

4.1 PURPOSE

This Section provides interested parties an overview of the proposed telecommunications environment envisioned by the Department of Technology Services, Office of Network Services (DTS/ONS). The Department's authority and responsibility for ensuring that cost effective and efficient telecommunications services are available for use by state and local government, and the general approach for this RFP are addressed for reference in Section 1, Introduction, and Section 3, Current Environment. This section is intended to communicate proposed service enhancements and changes in contract management and oversight requirements not identified in Section 3.

4.2 STATE VISION

In 1998, with award of the CALNET I Services Contract, the Department of General Services (DGS) initiated the first phase of a State strategy to establish a new telecommunications model for the State of California. This model was designed to replace an environment of heterogeneous, State owned networks with an integrated, flexible, and efficient statewide multifunctional service relying to the greatest extent feasible on contractor-owned and provided infrastructure. The experience gained from the CALNET I Contract has validated the State's strategic direction. The State's vision is:

- Owning and operating wide area networks (WANs) are neither core competencies nor core responsibilities of the State; thus, the State's telecommunications network(s) will continue to be procured from, and operated by, private contractor(s) under the oversight of DTS/ONS.
- For a consolidated, flexible, responsive, secure, survivable, efficient and cost-effective telecommunications infrastructure that provides seamless end-to-end interoperability for voice, data and video services, whether separately or as part of a Converged Service. See Section 4.4 for a description of the Modules solicited in this RFP.
- Where feasible, multiple contractors should provide increased diversity and competition that would lead to lower prices, more customer choices, and the capability to obtain and rapidly deploy new technologies. (This may include other contracts for services outside of CALNET II.)
- State acquisition processes and requirements should allow for flexibility, and for refreshing competitively bid services or adding technology enhancements to services through the life of the Contract. (Refer to the Model Contract(s) in Appendix B, Section 68).

4.5.1 Contract Business Relationships (M)

In RFP Section 1.3 and Section 4.4 of the RFP, the State introduces the concept of four individual business Modules to support statewide telecommunications and network services. The State intends to award a separate Contract for each service Module. The State acknowledges the uniqueness of service Modules, interdisciplinary relationships, and business interactions that may impact the provisioning of total service opportunities within and between service Modules for Customers. The State anticipates that some services in Module 1 - Core Services and Module 2 - Long Distance Services for Voice will complement each other in some service applications and require interoperability.

In Module 3 and Module 4, where technical interoperability is not a business requirement, the Bidders must demonstrate how implementation of their services will not disrupt or negatively impact the services provided by other Module service suppliers.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

4.5.5.1 State and Contractor Business Relationships (M)

The State is committed to working cooperatively with the Contractors to establish a positive working relationship and an environment that facilitates communication, cooperation, and collaboration between other Contractors and with the State.

The successful Bidder(s) will be required to establish business relationships with other awarded Contractors to provide services within and between service Modules in support of statewide telecommunications services.

4.5.5.1.1 Technical Interoperability (M)

Bidders shall describe in detail their commitment to technical interoperability requirements in accordance with Sections 6.1 and 6.2.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

4.5.5.1.2 Impact on other Module's Services (M)

Bidders shall describe in detail how the implementation of their services for the proposed Module(s) will not negatively impact the functionality of the other Modules, even if no interoperability requirement exists.

Bidder understands the requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

4.5.5.2.4 Sharing of Key Personnel and Resources (M)

Section 4.5.7.1 requires identification of Key Personnel. Bidders that submit a Proposal to share Key Personnel or resources between corporate entities in support of individual Contract requirements, shall demonstrate how sharing of resources will not negatively impact individual Contract administration, management, and operations. Any plan to share Key Personnel, resources, or functions (e.g., billing, service order, trouble reporting) shall be included in the Contractor Business Plan and requires DTS/ONS approval prior to implementation.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

4.5.6 Transition/Migration/Transfer Objectives (M)

4.5.6.1 Transition (M)

The State has documented its requirements that existing Customers of the CALNET I Contract will Transition to CALNET II Contract Services for Module 1 – Core Services and Module 2 –Long Distance Services for Voice at no cost to the State or its Customers.

Exempt State Agencies and local government Customers may Transition to CALNET II at their option. In Sections 6.1.14, 6.2.25, 6.3.18 and 6.4.16 the Bidders are required to submit a Transition-In plan that establishes a Transition schedule, the specifics of which are predicated on many factors. The State recognizes that Customer business needs, operational requirements, and/or service complexities as well as DTS/ONS oversight authority may impact Transition planning and schedules. Refer to Appendix B, Model Contract Language, Section 76.

4.5.6.2 Migration (M)

In a situation where a Customer requests Migration directly from existing CALNET I Contract Services to new services available in CALNET II Module 3 – Internet Protocol Services or Module 4 - Broadband Fixed Wireless Access Services, the Customer will be responsible for any installation charges associated with provisioning of services.

The Bidder is expected, as part of the required Migration planning, to coordinate with the incumbent provider(s) on all actions required to facilitate timely and orderly Migration of services. The DTS/ONS will be the approving authority for all Customer requests to Migrate directly from existing CALNET I Contract Services to CALNET II Module 3 or Module 4 Services.

4.5.6.3 Transfer Between Modules (M)

Under the four-Module business concept, the Customer may have a business requirement to Transfer between CALNET II service Modules. There are two situations when this may occur. The first is when the Customer submits a routine business request to Transfer services between Modules. In this situation the Customer will incur installation charges.

The second situation is where the Customer has ordered services, Transferred, Transitioned, or Migrated to a Module service(s) that fails implementation and/or Acceptance Testing requirements. The Customer shall then have the option of Transferring to another Module for services under CALNET II at the expense of the Contractor of the failed service if the failed service cannot be remedied in a timely manner per provisioning and SLA requirements in Section 6.

In the event that DTS/ONS determines that replacement of failed service(s) must be acquired outside of the CALNET II Contracts, the Contractor of the failed service shall be responsible for installation costs. Refer to Appendix B, Model Contract Language, Section 34.

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

4.5.9 Dedicated Contract Program Manager (DCPM) Responsibilities (M)

It is the responsibility of each Contractor's DCPM to ensure that the Contractor complies with the Statement of Work. In addition to the Statement of Work, Appendix B, Section 50 (Performance Deficiency Charges) and Table 4A also include obligations for administrative, reporting and relationship management functions of the Contractor. Because of the size and complexity of the RFP, the State recognizes and acknowledges all possible scenarios cannot be identified; however, the following representative examples illustrate the type of functions the State will consider in assessing Contract performance. The Bidders will describe in detail how they will comply with the requirements of this section.

4.5.9.1 Administrative Functions (M)

Administrative functions are defined as those consistent with Contractor's Program Management responsibilities. Some examples of these functions include, but are not limited to the following:

- Respond to the State Program Manager's established suspense date and/or deadline by written communication (e.g., letter, email)
- Ensure that Contractor does not market services that are not available on the Contract in a manner that implies to Customers the services are, or will become, contractually available
- Inform the State of regulatory changes that impact Contract Services.
- Ensure that Contractor complies with "Most Favored Nation" status per Appendix B, Section 70.
- Ensure that Contractor Staff are adequately trained on Contract provisions (products/services) and the terms and conditions of the Contract.
- Obtain DTS/ONS approval for Individual Pricing Reductions prior to implementation

Bidder understands the requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

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¹ Accessible on-line at <http://www.osp.dgs.ca.gov/standardforms/default.htm>.

² <http://www.documents.dgs.ca.gov/pd/smallbus/9-15-03%20DVBE%20PR-1-2.pdf>

SECTION 5

ADMINISTRATIVE REQUIREMENTS

5.1 INTRODUCTION

In addition to meeting the administrative, business, and technical Requirements as identified in Section 4 (Proposed Environment) and Section 6 (business and technical requirements for Modules 1, 2, 3, and 4), Bidders must adhere to all of the administrative Requirements of this RFP in order to be deemed responsive. This includes the administrative Requirements as outlined in this section, Administrative Requirements; the rules in Section 2, Rules Governing Competition; the schedule specified in Section 1, Key Action Dates; the format specified in Section 8, Proposal Format; the completion of cost sheets specified in Section 7, Costs; and satisfactory performance of the demonstration, if required, as specified in Section 10, Demonstration.

Bidders are instructed to submit complete separate Proposals for each Module they wish to Bid. Any Proposal submitted must be complete in all respects and will be evaluated individually on its' own merits.

The Modules are:

- Module 1 – Core Services
- Module 2 - Long Distance Services for Voice
- Module 3 – Internet Protocol Services
- Module 4 – Broadband Fixed Wireless Access Services

5.2 PRODUCTIVE USE REQUIREMENTS

The objective of the Productive Use Requirements is to protect the State from being an experimental subject for new equipment, software and services that have an insufficient record of proven performance for a large governmental deployment and in a geographically diverse environment. It will be at the State's sole discretion whether to accept services, equipment, or software applications it believes are insufficiently tested, are experimental, or inconsistent with industry standards.

5.3 BIDDER RESPONSIBILITY

5.3.1 Quality State And Contractors Business Relationship Principles

The result of this RFP will be the award of a Contract for each of the four (4) Modules. The resultant four (4) Contracts may be used by approximately 160 State Agencies and 2000 local Agencies.

In RFP Sections 1, 4, and 6, the State describes its business objectives and technical Requirements. In this new environment, the State is committed to working cooperatively with Contractors to establish a positive business relationship and environment that facilitate communication, cooperation, and collaboration among Contractors and with the State. The State will expect the same level of cooperation between all Contractors for all Modules, with special emphasis on the conditions described in Section 4.5.5, Contract Business Relationships.

Under this four (4) service Module concept to provide as seamless a service offering as possible to the End-Users, the Bidder will be contractually required to establish working relationships between Contractors of other Modules as identified above, with special emphasis on the conditions described in Section 4.5.5, Contract Business Relationships.

Contractors will be required to sign the attached Quality State and Contractors Business Relationship Principles (see Exhibit 5-N) prior to finalization of the Contract, attesting to their commitment towards working with the State and Contractors of other Modules.

5.3.2 Contractor Assurance of Resources

Prior to award of the Contracts, the State must be assured that the Bidders selected have all of the resources to successfully perform to Contract Requirements. Bidders shall demonstrate their ability and resources by providing, at a minimum, the following information in response to this section for each Module Bid:

- Appropriate staff resources to be dedicated to the CALNET II Contracts, as required by RFP Section 4.5.7.1
- A description of the switching and network resources that the Bidder will apply to the project as required by RFP Sections 6.1, 6.2, 6.3, or 6.4, respectively
- Financial resources sufficient to complete performance under the Contract, as demonstrated by annual reports and currently audited balance sheets for the firm that is bidding (see Exhibit 1-C)
- Experience in similar endeavors, as demonstrated by:
 - A general description of similar endeavors
 - Customer reference forms (see Exhibit 5-L)

Bidder responsibility will be evaluated and scored as described in RFP Section 9.5, however, compliance with the financial responsibility Requirement described herein and in RFP Section 1.10 will be evaluated as either pass or fail as described in RFP Section 9.5.2. If, during the evaluation process, the State is unable to assure itself of the Bidder's ability to perform under the Contract, if awarded, the State has the option of requesting from the Bidder any information that the State deems necessary to determine the Bidder's responsibility. If such information is required, the Bidder will be notified and will be permitted approximately five working days to submit the information requested

4. For Modules 1 and 2, provide a Transition/Implementation Plan. At a minimum include how the Bidder anticipates transitioning from the current service provider to the Bidder, how service disruptions can be minimized, required equipment replacements, End-User training, transition to legacy invoicing systems, any expected State responsibilities, and other Requirements.
5. For Modules 3 and 4, provide a Migration Plan. At a minimum, include how the Bidder shall facilitate Customer migration from the Module 1 or Module 2 service to the Bidder's service, how service disruptions can be minimized, required equipment replacements, End-user training, transition to legacy invoicing systems, any expected State responsibilities, and other Requirements.
6. Anticipated awarded Bidder staffing levels to be applied to the transition and for ongoing services.
7. Description of how the Bidder anticipates conducting contract administration at the Program level.
8. Plan that describes the Bidder's understanding of its responsibility to assist CALNET Customers in meeting business objectives through planning, selection, application, and cost effective use of contract services. The plan should identify any tasks the Customer is expected to complete, and what role, if any, is anticipated of DTS/ONS.
9. How the Bidder anticipates that service orders, service and account reporting, trouble resolution, and other reporting and contacts for all CALNET Customers will be handled.
10. Any administrative or technical areas of concern that the Bidder would like to bring to the State's attention.
11. Identification of any State task, resource, or facility upon which the Bidders Proposal or solution may be dependent.

5.26 DETAILED TECHNICAL PROPOSAL

Bidders must respond to RFP Section 6 in its entirety for the Detailed Technical response for each Module(s) Bid by the date indicated in RFP Section 1.7, Key Action Dates. For details about what to submit in the Detailed Technical Proposal, see Section 8.3.4, Detailed Technical Proposal Submittal.

5.27 AMERICAN WITH DISABILITIES ACT (ADA) COMPLIANCE STATEMENT

Bidders must indicate compliance with the Americans with Disabilities Act by signing Exhibit 5-M (ADA Compliance) and including it in Volume 1 of the Proposal.

5.28 FORMS INDEX

The following forms are applicable to this RFP and are either required or optional. Each form and the associated Requirements should be read carefully to ascertain which forms are applicable to a Bidder's Proposal. Complete and submit as appropriate. Some of the forms listed below are provided in the RFP in the Section corresponding to the Exhibit number, whereas others may be accessed on-line as referenced in the RFP. Required forms that are either incomplete or omitted from a Bidder's Proposal could render the Proposal as non-responsive which may disqualify Bidders from further participation and preclude a contract award. **IMPORTANT: PLEASE NOTE THAT THE FORMS LISTED BELOW WITH AN ASTERISK ARE REQUIRED FORMS AND MUST BE COMPLETED AND RETURNED WITH YOUR PROPOSAL.**

SECTION 1

Exhibit 1-A* LETTER OF INTENT TO BID

Exhibit 1-C* STATEMENT OF EXPERIENCE AND FINANCIAL CONDITION

Exhibit 1-D* CONFIDENTIALITY AND NONDISCLOSURE AGREEMENT

SECTION 5

Exhibit 5-A CONTRACTOR'S REGULATORY TAXES, FEES, SURCHARGES
AND SURCREDITS

Exhibit 5-B* CONTRACTOR'S LICENSE INFORMATION

Exhibit 5-C* LIST OF PROPOSED SUBCONTRACTORS

Exhibit 5-D* WORKER'S COMPENSATION CERTIFICATION

Exhibit 5-E SMALL BUSINESS PREFERENCE

Exhibit 5-F TACPA (STD. 830)¹

Exhibit 5-G EZA (STD. 831)¹

Exhibit 5-H LAMBRA (STD. 832)¹

Exhibit 5-I* CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY

Exhibit 5-J* PAYEE DATA RECORD (STD. 204)¹

Exhibit 5-K* DISABLED VETERAN BUSINESS ENTERPRISE PARTICIPATION
PROGRAM REQUIREMENTS (DVBE) (STD. 840) can be found at:

<http://www.documents.dgs.ca.gov/pd/smallbus/9-15-03%20DVBE%20PR-1-2.pdf>

Exhibit 5-L* CUSTOMER REFERENCE FORM

Exhibit 5-M* AMERICAN WITH DISABILITIES ACT (ADA) COMPLIANCE
STATEMENT

Exhibit 5-N* QUALITY STATE AND CONTRACTORS BUSINESS
RELATIONSHIP PRINCIPLES

MODEL CONTRACT

Appendix B STANDARD AGREEMENT (STD.213)

¹ Accessible on-line at <http://www.osp.dgs.ca.gov/standardforms/default.htm>.

EXHIBIT 5-N**QUALITY STATE AND CONTRACTORS BUSINESS RELATIONSHIP PRINCIPLES**

This Agreement documents the awarded Contractors along with the Department of Technology Services, Office of Network Services (DTS/ONS) and the Department of General Services (DGS) have committed to establishing a business relationship based on mutual trust, honest and open communications and teamwork. The primary objective of this agreement is to establish a long-term working relationship, which serves our customers and promotes the business and economic goals of the State of California.

Contractor agrees to:

1. Work corporately to establish positive working relationship and an environment that facilitates communication, cooperation, and collaboration between other awarded Contractors and the State.
2. Establish positive working relationships with other awarded Contractors to provide statewide telecommunication Services within and between Contractors.
3. Promotes positive business relationships in which all Parties commit to meet and confer informally to resolve conflicts prior to executing contractual remedies.
4. Demonstrate how their business practices will support inter-Contract Services while adhering to individual Contract terms and conditions.
5. Be accountable for their actions by adhering to the verbal and written commitments they make with the State and other awarded Contractors
6. Establish business processes that facilitate the orderly Transition, Migration, Transfer, and ongoing Service Provisioning between and outside of other Contract Services.
7. Establish a quality assurance process that ensures continuous improvements in Contract administration and Service performance.
8. Recognize the contributions and effort of the State and other awarded Contractors to meet the objectives of this Exhibit.
9. Participate in a State chartered Contract Advisory Forum comprised of the DTS/ONS and other awarded Contractors. The Advisory Forum Charter will be developed after Contract award at the discretion of the State.

Section 6.1 Core Services – MODULE 1

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6.1.1.2 Compliance With Section 4 (M)

RFP Section 4 outlines the proposed environment anticipated as a result of this RFP. The Bidder hereby affirms that it will comply with the service environment and business relationship envisioned in Section 4 for this Module, with special emphasis on Section 4.5.5, Contract Business Relationships.

In order to assure the State that the Bidder shall meet the State's vision, the Bidder shall describe how it plans to support the overall State Requirements in Section 4 for CALNET II for this RFP Module.

This description shall also summarize the Bidder's technical and operational plans, as well as how it intends to provide the business relationship described in Section 4.5.5, Contract Business Relationships.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.1.2 CORE VOICE SERVICES (M-O)

The Contractor shall provide local telephone services on a statewide basis. The Contractor shall provide Agencies with enhanced intelligent network service capability between statewide business locations, which establish cost effective service provisioning. The services described throughout Section 6.12 et al.

DTS/ONS is seeking solutions that provide the least cost to the State while providing government users with the greatest feature flexibility to allow users the choice of low cost basic services or more sophisticated feature rich services.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.1.2.1 Voice Network Design (M)

DTS/ONS uses this Contract as a means to perform statewide service oversight, Customer advocacy, and fiscal management responsibilities. In the course of that oversight the State is required to examine key elements of the voice network to maintain current and long-term goals. This analysis is conducted to determine the reliability of the network and takes into consideration issues such as redundancy, diversity, and scalability. The Contractor shall provide voice network designs and diagrams for the following voice services under this Contract:

- Central Office Trunking Service

If multiple services utilize a common network, only one diagram is required for that network.

The Contractor shall provide 3 hard copies and 1 electronic copy of the drawings with the Proposal. Electronic drawings shall be in .dwg, .dfx, .vsd or any mutually agreed format. Hard copy drawing shall be provided in Standard E size. Drawings will be evaluated on thoroughness with respect to the identified issues.

Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

- General location (city) of Equipment
- Type and capacity of Equipment at each location including any backup systems
- General circuit route (city to city)
- Circuit size/bandwidth
- Circuit type
- Unique identifier for each element

Responses to the Requirements described in this section should include a thorough presentation of how the voice network solves the following:

Ubiquity – the Contractor’s (and Affiliate’s) ability to provide services throughout the state.

Scalability – the ability to deliver services upon demand in all locations.

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

The Contractor may offer the Business Access Line features detailed in Table 6.1.2.4.b

Table 6.1.2.4.b – Business Access Lines and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Bidders are to list all the feature packages available for Business Access Line services:			
		N/A	
Bidder's Description:			
Bidder's Description:			
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.1.2.5 Central Office Exchange Basic Services (M-O)

The Contractor shall provide central office exchange based single line services and features available as described in this section (or the functional equivalent through another technology). The Contractor provided services shall include the following features:

- **Call Hold** - Allows End-User to put the first party on hold and call a second party
- **Call Transfer** - Allows the End-User to transfer a call to another party
- **Intercom** - Enables station End-User to establish a talking path to another station of an intercom group
- **Call Forwarding** - Allows the End-User to forward incoming calls to another number
- **Intercom Transfer** - Allows the transferring party to talk privately with the destination before transferring the call or establishing a three-way conference
- **Three Way Calling** - Allows three parties to conference together on the same call

The Contractor may offer the Central Office Trunk service and features detailed in Table 6.1.2.6.b.

Table 6.1.2.6.b - Central Office Trunk Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.2.7 Intra-LATA Calling (M-O)

Required Local intra-LATA usage services are: up to 12 miles, over 12 and up to 16 miles throughout California. Local service area may include one or more exchange service areas and exchange segments within the same LATA.

The service shall be engineered and provisioned to process all minutes of usage ordered by the State and shall provide the features described below:

- **Universal Range Privileges** - Universal Range Privileges help control long distance costs and deter employee call misuse by restricting calling to specific geographic areas
- **Accounting Codes** - An Accounting Code, which is dialed after the phone number, is an optional feature that helps track calls by department, individual, or project. Accounting Codes allow calls to be sorted and grouped on the Call Detail Report, thereby simplifying call tracking and charge-backs. Accounting codes are designed for cost allocation only and are non-verified. Accounting Codes may be used in conjunction with ID codes. (See below for ID codes)
- **Customized Message Announcements** - Customized Message Announcements (CMA) enable a Customer to create a customized message to store in the network. It can be based upon an intercept condition such as an invalid ID Code or customized by dialed number
- **ID Codes** - ID Codes give the Customer the power to define calling areas at the level of the individual End-User. ID Codes are digits entered after the phone number has been dialed. They offer the same management reporting benefits as Accounting Codes. ID Codes are assigned to individuals at a specific location on the network and can only be used at that location

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Intra-LATA services detailed in Table 6.1.2.7.a.

Table 6.1.2.7.a Intra-LATA Calling Usage Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Documentation/Location
Local Calling up to 12 miles	Local calling service up to 12 miles		
Bidder's Description:			
Local Calling over 12 miles and up to 16 miles	Local calling service over 12 and up to 16 miles		
Bidder's Description:			

6.1.2.8 Locally Based Automatic Call Distribution (ACD) (M-O)

The Contractor shall provide automatic call distribution services for call center service functionality that provides equitable call distribution and queuing functions for call centers. The Contractor shall provide call center services that are premise or central office based and that provide call center Agencies with ACD functionality. Costs for premise based Equipment solutions shall be included in the service fees. Implementation of premise-based solutions may require DTS's delegation of authority. The ACD shall be able to handle ACD Agent Software Package, Basic ACD Supervisor's Software Package, and System Administrator Software Package, all of which are described below.

ACD evenly distributes incoming calls among a designated group. The ACD places calls in queue if no agent is available. The distribution of these calls can be provided at the queue level based on:

- Dialed number
- Time of day
- Location of the caller
- Skills based

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall provide the following applications of IVR:

- **Automated Attendant** - A service that automatically answers incoming calls within a predefined number of rings, without assistance from a live attendant. Callers can reach an extension by entering the extension number or name. The Automated Attendant offers other services, such as announcements for voice menu choices and can process multiple calls simultaneously. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service
- **IVR Capacity** – The standard IVR package for this Contract shall include up to 200 agents and 50 gig. Any solutions that require more capacity than stated above will be handled as an ICB
- **Numeric Classification Locator** - Business office, department, or organization (etc.) locator using numeric options
- **Translator** - Translates and forwards old telephone number to new telephone number
- **Names Directory** - Allows callers to spell a name using the telephone keypad, and then have the IVR system read back the name and transfer the call to that person's telephone
- **Voice Library** - Provides playback of voice recorded 'library' of information
- **Intelligent Call Transfers** - Transfer callers based on time-of-day, day-of-week, language, or zip code
- **Call Progress Detection** – IVR monitors a transferred call to check if the line is busy, disconnected or a network message is played
- **Maintenance** - See Section 6.1.2.9.6

Custom applications of IVR:

- Custom Applications, including modifications and/or programming changes to the design and/or Application Program for existing custom IVR shall be provided in accordance with the provisions for contracted service project work as described in Section 6.1.13.9.1

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Contractor may offer the Net Conferencing features detailed in Table 6.1.3.10.b

Table 6.1.3.10.b Net Conferencing Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.11 Data Network Operations And Management (M-O)

6.1.3.11.1 General Description (M-O)

The State must be assured that the proposed data network meets established industry Standards. The Bidder shall provide a description of its network operations and management.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.3.11.2 Security (M)

The State expects stringent security standards, based upon the transmission of confidential or sensitive data. Most security Requirements are based on the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised.

The Contractor's shall commit to the following:

- Current state-of-the-art security standards applicable to proposed solutions to be updated in line with the industry
- Managed Authentication Services
- Managed Firewall services
- Managed Intrusion Detection Services
- Managed Intrusion Prevention Services
- Managed Anti-Virus
- Managed Web Content Services
- Managed SPAM filtering
- Vulnerability Assessments
- System Health Monitoring
- Security Audits
- Network Audits
- Network Security Training
- Security Administration
- Support all current and future US encryption Standards
- Security Event Correlation
- Physical site security

The Contractor will provide subject matter experts and sales professionals at no cost to the State to assist the individual Agencies with individualized security solutions. DTS/ONS reserves the right to participate in the development/review of the Security Plan at its discretion.

Underground Service Alert lookup support, access support for the State's outside plant copper Facilities, and services related to hourly support. These services are described below.

6.1.5.1.1 Extended Demarcation Wiring Services (M-O)

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this RFP Section 6.1 for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wire/cable related activities required to extend the demarcation point to the Customer defined termination location or cross-connect point from the Contractor's MPOE. Extended Demarc wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Extended Demarc wiring shall also include associated trouble shooting, testing and labeling. Extended Demarc wiring is limited to the following:

- Installation of cabling for extending services from the MPOE location to the Customer's point of utilization.
- Installation of cross connects or rearrangement of existing jumpers.
- Identification and testing of existing cabling beyond the MPOE to the Customer's Equipment location.
- Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

The Contractor shall not be required to complete Extended Demarc wiring from the MPOE to the extended Demarc location if:

- The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.
- Upon written release provided by either the Customer or by DTS/ONS.

The Contractor shall provide a price in Section 7 (Costs) for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one Demarc extension as described in Section 6.1.5.1.1. Contractor shall provide one price for each media identified.

Wiring will be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the wiring services for extended demarcation detailed in Cost Table 6.1.5.1.1.

Cost Table 6.1.5.1.1 Extended Demarcation Wiring Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Extended Demarcation - Copper	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above.		
Bidder's Description			
Extended Demarcation - Copper 25 Pair	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above.		
Bidder's Description			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Extended Demarcation - Optical Fiber Link	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/each service only.		
Bidder's Description			

6.1.5.1.2 Station Wiring Services (D)

The Contractor shall provide station wiring services to support the services covered by RFP Section 6.1 for all Customer-occupied buildings where services under this Contract are being offered. Station wiring includes wire/cable related activities required to install horizontal station cabling from the Customer's distribution location or Horizontal Crossconnect (HC) to the Customer defined station location. Station wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Station wiring shall also include associated trouble shooting, testing and labeling. Horizontal station wiring is limited to the following:

- Installation of cabling for extending services from the HC to the Customer's station location.
- Identification and testing of existing cabling.

The Contractor shall not be required to complete Station wiring if:

- The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.

The Contractor shall provide a price in RFP Section 7 (Costs) for all labor and materials required for horizontal station wiring necessary to complete the provisioning as described in this Section. The Contractor shall provide one price for each media or task identified.

Wiring shall be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

One exception to the above standards is the ANSI/TIA/EIA 568-B.2 requirement of installation of a minimum of multiple (2) cables per location. Customers shall have the option of installing one cable at each location if desired.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

The Contractor may offer the wiring services for Station Cabling as detailed in Cost Table 6.1.5.1.2.

Cost Table 6.1.5.1.2 Station Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling – Horizontal Copper Cat 3	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 3 CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Copper Cat 5e	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 5e CMP UTP.		
Bidder's Description			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling – Horizontal Copper Cat 6	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 6 CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Optical Fiber- IEEE 802.3Z	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than 1 Gbps (IEEE802.3Z). CMP rated.		
Bidder's Description			
Station Cabling – Horizontal Copper - Identify, Test and Label	Wiring services to identify, test, and label existing horizontal station wiring per single station location.		
Bidder's Description			
Identify, test, and label expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			
Cabling expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			

6.1.5.1.3 Inside Wiring Services (D)

Contractor shall provide inside wiring services to support the services covered by RFP Section 6.1 for all Customer occupied buildings where services under this Contract are being offered. Inside wiring includes labor and material for wire/cable related activities not specifically defined in Section 6.1.5.

In the cost table of Section 7, the Contractor shall provide a fixed hourly-rate schedule for identified labor classifications.

Bidders may identify any and all materials required for provisioning of this service in the unsolicited features section.

Wiring will be installed according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the inside wiring services as detailed in Table 6.1.5.1.3.

Cost Table 6.1.5.1.3 Inside Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling– Installer-Inside Wiring	Labor only; Installer properly trained to install cabling related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Inside wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of copper wiring related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Optical Fiber-Inside Wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of optical fiber cabling related to station cabling as identified in this section.		

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description			
Identify, test, and label expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			
Cabling expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			

6.1.5.2 Sacramento Fiber Loop Facilities (D)

The State currently owns installed fiber in the Sacramento metropolitan area known as the Sacramento Fiber Loop. The loop is constructed of 72-fiber cable, consisting of both multi-mode and single mode fiber strands. The cable is arranged to form a continuous loop connecting 12 of the major State owned buildings. An additional 14 buildings are attached to the loop in a “hub and spoke” arrangement. The fiber loop and spurs are typically routed into a building’s main telephone room, and terminated within secure fiber optic patch panels. A detailed drawing will be supplied to the successful Module 1 Contractor.

The Contractor shall not use the Sacramento Fiber Loop or its supporting substructure for delivery of CALNET II services to Agencies. However, as a desirable option, the Contractor shall provide emergency restoration services, as specified below.

6.1.5.2.1 Emergency Restoration Services-Fiber Loop (D)

The State seeks emergency restoration services for the outside plant portion of the 72-strand Sacramento Fiber Loop and its associated fiber spurs. The Contractor may propose variations of these Requirements but should clearly identify all aspects for evaluation. Emergency restoration services should consist of the following:

- Maintaining a 24-hour, 7 day per week trouble reporting/repair initiation number

- Dispatch of a site supervisor to the location of damages/repairs within 2 hours of the reported trouble
- Site supervisor shall prepare initial estimate of repairs for DTS approval
- Coordination and execution of all aspects of the repair upon receipt of authorization to proceed from DTS/ONS
- Repair activities commencing no later than 4 hours after receiving authorization to proceed from DTS/ONS
- Obtaining all necessary permits and traffic approvals
- Conduit/vault installation or repair
- Submission of optical test Documentation verifying successful repair

If Bid, the Contractor shall provide any monthly recurring cost for this service in the cost table of Section 7.

If Bid, the Contractor shall also provide in Section 7 pricing for purchase of an emergency restoration repair kit consisting of the following items:

- 700 feet of 36 strand 62.5/125 um loose-tube outside plant cable
- 700 feet of 36 strand single-mode loose-tube outside plant cable
- 700 feet of 6 strand 50/125 um outside plant grade cable
- Two outside plant fiber splice enclosures with splice trays and consumables capable of accommodating 72-strand to 36/36/6 strand fusion splice interconnection

This pricing shall include Contractor provided storage for the DTS purchased emergency restoration materials over the Term of the Contract. Material shall be returned to DTS designated location at the end of the Contract.

If Bid, the Contractor shall provide an hourly rate schedule for all applicable labor classifications and an hourly rate schedule for all applicable Equipment in the cost table of Section 7.

The classifications and associated rates listed below are only to be used for, and are only applicable to, emergency fiber repairs to the DTS Fiber Loop.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer emergency restoration services as detailed in Table 6.1.5.2

Table 6.1.5.2 Emergency Restoration Services – Fiber Loop (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Emergency Restoration Service	Emergency restoration service as described above		
Bidder's Description:			
Emergency Restoration Repair Labor	Technical labor required to provide fiber loop repairs (Bidders are to provide all applicable labor classifications. Costs are to be provided in Section 7)		
Bidder's Description:			
Emergency Restoration Repair Equipment	Equipment required to facilitate fiber loop repairs (Bidders are to provide all applicable Equipment. Costs are to be provided in Section 7)		
Bidder's Description:			
Emergency Restoration Repair Material Markup			
Bidder's Description:			
36 strand 62.5/125 um cable			
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
36 strand single mode cable			
Bidder's Description:			
6 strand 50/125 um cable			
Bidder's Description:			
Fiber splice trays & consumables			
Bidder's Description:			
Laborer			
Bidder's Description:			
Fiber Splicer			
Bidder's Description:			
Heavy Equipment Operator			
Bidder's Description:			
Backhoe			
Bidder's Description:			
Compressor & Jack Hammer			
Bidder's Description:			

6.1.5.3 DTS Outside Plant Copper Facilities (M)

DTS/ONS owns conduit structures and copper cabling identified in Table 6.1.5.3.1. The Sacramento Facilities are available to the Contractor to provide services covered by the CALNET II Contract.

The conduit structure in Sacramento is extensive and is used for telephone access, data, and alarm circuits. DTS/ONS also uses a part of the heating and cooling tunnels in Sacramento to distribute telephone and data Facilities. An estimate of the existing Facilities is provided in Table 6.1.5.3.1, which is available to pre-qualified Bidders upon request to the Procurement Official listed in RFP Section 1.

The Contractor may use the existing conduit structure and cabling in Sacramento for the duration of the Contract for the sole use of CALNET II related services.

If the Contractor chooses to utilize the Sacramento Facilities, any improvements, augmentation, modification, or repair to this cable plant shall be made at the expense of the Contractor and will become the property of the State. The Contractor shall ensure that all outside plant cabling is compliant with current State and National Fire and Electrical codes, and shall correct any code compliance issues prior to use. Any improvements, augmentation, or modifications must be approved by DTS/ONS.

Additionally, regardless of the Contractor's intent to utilize the Sacramento Facilities, the Contractor shall maintain and repair all cables and conduits identified in Table 6.1.5.3.1 throughout the Term of the Contract. The Contractor shall maintain current Documentation of the cable/conduit plant and track this information in an inventory database. Documentation shall identify all improvements, augmentation, modifications, and repairs. This inventory and Documentation shall be made available to the State upon request by hard copy and electronic format.

The Bidder shall identify their intent of use in their response and provide a general description of how the Facilities will be used.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.5.3.1 Underground Service Alert Lookups (M)

As a condition of the CALNET II award and at no cost to the State, during the Term of this Contract, the Contractor shall "locate" and "mark" all Facilities identified in Table 6.1.5.3.1 (Outside Plant Cable Facilities) and Table 6.1.5.3.2 (Sacramento Downtown Fiber) for the State in response to requests from Underground Service Alert (USA) and in accordance with USA's Requirements. Tables 6.1.5.3.1 and 6.1.5.3.2 will be made available to qualified Bidders.

The Contractor shall also “locate” and “mark” any other telecommunications Facilities carrying traffic derived from the services provided by this Contract. Contractor shall include USA e-mail notification to State representatives.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.5.3.2 Access to Facilities (M)

Upon request from DTS/ONS and at no charge to the State, the Contractor must provide access to these conduit/manhole facilities within three business days of receipt of the request except in emergency situations which could require access in as little as 2 hours. This service from the Contractor shall include all tools, equipment, and manpower required to safely and expediently enter any manhole or service entrance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.5.4 Lease Back of State Property (M-if Contractor utilizes State's copper Facilities)

Some solutions to State network Requirements may be based on use of the copper Facilities located on State property in Sacramento. These Facilities in Sacramento may be made available for solutions that result in lower network/service cost to the State. To use this Facility, the Contractor must negotiate with DTS/ONS and the Department of General Services to lease the space at a fair market rate.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.5.5 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis of services listed in this Contract. Work performed under this Section 6.1.5.5 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis of contracted services. The rates identified shall only be used for the diagnosis of contracted services and no materials shall be identified.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer emergency restoration services as detailed in Table 6.1.5.5.

Table 6.1.5.5 Services Related Hourly Support (M-O)

Labor Classification Name	Classification Description	Meets or Exceeds? Y/N	Document/ Location
Field Technician	Field technician properly trained to an expert level for the service being dispatched		
Bidder's Description:			

6.1.6 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M)

Contractor shall provide Customer Premise Equipment (CPE) required during Transition to support the specific network services provided under this Section 6.1 at the prices provided by the Bidder in Section 7 for the associated Services and features. (CPE prices are to be included in the Service or feature price] All other CPE can be obtained by CALNET II Customers through other procurement vehicles. Any and all exceptions for inclusion of other CPE on the Contract will require the prior approval from the DTS/ONS.

6.1.6.1 Compatibility (M)

Many CALNET I Customers use proprietary Equipment for voice line-side services and data WAN applications. The Contractor shall provide, at a minimum, the current level of service compatibility and availability for this existing Customer Premise Equipment used by CALNET I Customers who wish to continue to receive CALNETII services from the Contractor. Customers with proprietary Equipment will have to be accommodated in this new environment

- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controller's Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options
- The State shall not be subject to non-mandated taxes and surcharges. The State will not be subject to charges authorized by FCC or CPUC but not required to be collected from End-Users. Authorized taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS
- Services/features offered under this Contract shall include unique identifiers. In instances where permanent unique identifiers have not been assigned, the Contractor agrees to assign temporary unique identifiers to facilitate identification of billed Services on Customer invoices
- Contractor shall inform DTS/ONS and Customers in writing when temporary unique identifiers are assigned
- DTS/ONS requires all usage based services (including local, long distance and international) be billed in six second increments or less

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.2 Fraud Management System (M)

The Contractor shall provide a Fraud Management System available for near real time information for analysis on a 24x7 basis that is consistent with industry common “best” practices for fraud detection for services identified in this section. The Contractor shall provide its definition of fraudulent activities associated with these services. The Contractor will provide detailed Documentation on criteria used to identify fraudulent activity and Customer notification. The Contractor’s Fraud Management System shall include provisions for working with DTS/ONS and Customers to define parameters for fraud detection, Customer awareness and education, and a Customer fraud manual that identifies algorithms that alert and identify suspicious calling.

The Contractor shall provide fraud detection, prompt Customer notification, and corrective action programs to reduce the State’s vulnerability to fraudulent activities. The Contractor shall offer a program to assist Agencies with identifying suspect calling patterns that may constitute abuse or improper use of State telecommunications services. For the purpose of this Contract, Fraud is considered the theft of services or deliberate misuse of voice or data networks by perpetrators whose intention is to avoid or reduce charges that would have been legitimately applied to them. CALNET II Customers shall not be responsible for costs of services associated with fraudulent usage. Examples of fraud that the Contractor shall identify and include:

- Clip-on – use of instrument to divert line
- Clip-on Payphone – use of instrument in parallel of coin or card phone line
- Payphone meter pulse defeat – suppressing circuitry
- Collect Calls to Call Office
- Booked Calls from Call Office
- Stolen Line
- Call Back Operators
- Conference Call Manipulation

- International Roaming Manipulation
- Identity Theft
- Message relay (eves dropping)
- Security breaches
- Denial of service
- Roaming Fraud
- Long Call Duration Calls or numerous inbound Toll Free calls
- Excessive Short Inbound Call Duration Calls
- Hacking

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Reference: document_____

*location*_____ *page*_____ *paragraph*_____

Description:

6.1.11.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this RFP Section 6.1. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.1.

6.1.11.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single circuit or service SLA for any given month shall not exceed 100 percent of the Total Monthly Recurring Cost (TMRC)
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILECs or CLECs, the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each subcontractor. Copies of all Service Level Agreements between subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services
- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights and remedies for service outages for those services are as set forth in Sections 6.1.11.2.2 through 6.1.11.2.16
- The election by DTS/ONS of any remedy covered by this Contract shall not exclude or limit DTS/ONS's or any Customer's rights and remedies otherwise available within the Contract or at law or equity
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance, restoration.

6.1.11.2.12 Provisioning (M)

Services	Business Days	Provisioning	
Locally Based ACD	Contracted Service Project Work – Section 6.1.9	Definition Provisioning shall be defined as new service, adds, moves, changes and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type. Note: Provisioning timelines include extended demarcation wiring, when appropriate.	
Analog* Expedite	10 Days XX Days		
Asynchronous Transfer Mode (ATM) *	Contracted Service Project Work – Section 6.1.9		
Business Access Lines	1 Day	Measurement Process Individual Service Order: Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/system. Monthly Average Percentage by Service Type: The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met	
Feature Change	1 Hour Using automated system		
Carrier *			
DS0 DS1 Expedite DS3	15 Days 15 Days XX Days Contracted Service Project Work – Section 6.1.9		
Central Office Exchange Basic Services (includes station wiring)	3 Day	Objective Individual Order: Service provisioned on or before the due date per install order. Monthly Average percent by Service Type:	
Feature Change	1 Hour using automated system		
Central Office Trunk Service	10 Days if less than 15 trunks		
Digital Service Line (DSL)*	10 Days		
		Tier 1 Greater than 95 percent	Tier 2 Greater than 90 percent

Services	Business Days	Provisioning
DSL Virtual Private Network (VPN)*	30 Days	Immediate Rights and Remedies Individual Order: 50 percent of installation fee refunded to Customer for any missed due date. End-User Escalation Process DTS/ONS Escalation Process Monthly Rights and Remedies: - Monthly Average percent by Service Type: The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met. N/A
Frame Relay*		
DS0	15 Days	
DS1	15 Days	
Expedite	XX Days	
DS3	Contracted Service Project Work – Section 6.1.9	
Inside Wiring	Contracted Service Project Work – Section 6.1.9	
Integrated Services Digital Network (ISDN)*		
Basic Rate ISDN (BRI):		
Data BRI, only	1 Day	
Voice and Data BRI	3 Days	
BRI, if site work required	10 Days	
Expedite	XX Days	
Primary Rate ISDN (PRI):	10 Days	
Expedite	XX Days	
Interactive Voice Response (IVR)	Contracted Service Project Work – Section 6.1.9	
Intra-LATA Calling	1 Days	
Gigabit Ethernet Metropolitan Area Network (MAN)	Contracted Service Project Work – Section 6.1.9	

Services	Business Days	Provisioning
SONET	Contracted Service Project Work – Section 6.1.9	
Specialized Call Routing	Contracted Service Project Work – Section 6.1.9	
Station Cabling	Contracted Service Project Work – Section 6.1.9	
Switched 56*	Contracted Service Project Work – Section 6.1.9	
Voice Mail per box	3 Days	
“*” = Tier 1 is mandatory; Tier 2 is desirable		

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 6.2 Long Distance Services for Voice – MODULE 2

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the RFP. If a Desirable item is offered and found by the State to be compliant with the Desirable item's specification, it shall be at the State's option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers. If a Desirable item is included in the Contract it shall be at the Customer's option whether or not to order the item, except that some Desirable orders also require DTS/ONS approval. Desirable Items may be eligible for scored technical points per RFP Section 9. Each Desirable Requirement is identified with a "(D)" after the item heading.

Bidders may offer additional unsolicited Services or features or other items as indicated under certain Section 6 subsections. Bidders are encouraged to offer unsolicited Services and features that provide enhancement to the Mandatory-Optional "(M-O)" services identified. Unsolicited features must be individually identified, listed and priced in the "Unsolicited Services and Features" portion of each table. General references to catalogs will not be accepted. All Bidders must provide separate prices in RFP Section 7 for each unsolicited Service or feature. If no prices are submitted for an offered Desirable item, it shall be provided at no cost. Requirement Unsolicited items are not eligible for scored technical points per RFP Section 9.

It shall be at the State's option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers. If an unsolicited item is included in the Contract, it shall be at the Customer's option whether or not to order the item, except that unsolicited orders also required DTS/ONS approval.

If a Desirable item is offered and found by the State to be compliant with the Desirable item's specification, it shall be the State's option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers, and furthermore, if it is included in the Contract it shall be the Customer's option whether or not to order the service or feature, except that some Desirable orders also require DTS/ONS approval.

6.2.1.2 Compliance With Section 4 (M)

RFP Section 4 outlines the proposed environment anticipated as a result of this RFP. The Bidder hereby affirms that it will comply with the service environment and business relationship envisioned in Section 4 for this Module, with special emphasis on Section 4.5.5, Contract Business Relationships.

In order to assure the State that the Bidder shall meet the State's vision, the Bidder shall describe how it plans to support the overall State Requirements in Section 4 for CALNET II for this RFP Module.

This description shall also summarize the Bidder's technical and operational plans, as well as how it intends to provide the business relationship described in Section 4.5.5, Contract Business Relationships.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.2 VOICE LONG DISTANCE NETWORK DESIGN (M)

DTS/ONS uses this Contract as a means to perform statewide service oversight, Customer advocacy, and fiscal management responsibilities. Drawings provided in response to this Section 6.2.2 will be treated as confidential to the extent permitted by law and returned to the Bidder (other than the Awardee) once the Award is final upon receipt of a formal request from the Bidder. DTS/ONS shall promptly notify Bidder upon such request for disclosure and prior to such disclosure to permit Bidder to oppose same by appropriate legal action.

In the course of that oversight the State is required to examine key elements of the voice network to maintain current and long-term goals. This analysis is conducted to determine the reliability of the network and takes into consideration issues such as redundancy, diversity, interoperability, and scalability. The Contractor shall provide voice network designs and diagrams for long distance under this Contract.

The Contractor shall provide 3 hard copies and 1 electronic copy with the Proposal.. Electronic drawings shall be in .dwg, .dxf, .vsd or any mutually agreed format. Hard copy drawings shall be provided in Standard E size.

Drawings shall include both topology and logical representations of all critical network backbone elements to include but not be limited to the following:

- Geographic location of Equipment
- Type and capacity of Equipment at each location including any backup systems
- Service type
- Unique identifier for each element

The Contractor may offer the Network ACD Supervisor's Package features detailed in Table 6.2.6.1.2.b.

Table 6.2.6.1.2.b ACD Basic Supervisor's Package (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			
		N/A	
Bidder's Description:			

6.2.6.1.3 Network ACD System Administrator Software Package (M-O)

The System Administrator Software Package shall include the following features:

- Provides "real time" display of agent and call activity by Call Center or network wide. Display is easily customized to show desired information
- Activate or deactivate the entire Call Center group or queues within the group
- Assign passwords to agents
- Increase or decrease number of agents
- Increase or decrease the number of queues
- Move agent(s) to another Call Center group within the System
- Control queues by changing the queue slots, queue size, and maximum wait time
- Change overflow routes and ring thresholds
- Change password levels of supervisors into System

6.2.6.1.4 Network ACD Management Information System Tracking for Call Centers (M-O)

The Call Center MIS System shall provide tracking in the form of reports and real time queries of data associated with agents and with each Call Center.

The “Tracking for Each Call Center” MIS package provides tracking of the following data:

- Average speed of answer
- Expected delay
- Grade of Service (GOS or equivalent)
- Hourly demand
- Longest delay experienced by caller
- Number of agents busy on incoming calls
- Number of agents / queue slots available
- Number of incoming calls to each LDN
- Total number and length of calls
- Total number of calls abandoned
- Incremental breakdown of the number of calls abandoned after or before announcement
- Total number of calls by account code

The “Tracking for Agents” Software package shall provide real time tracking of the following data by Agency:

- Number of agents logged on
- Number of agents busy on Call Center calls or on non-Call Center calls
- Number of idle agents by call center or by queue
- Number of agents in Clerical status
- Number of agents logged-off

The Contractor may offer the Toll Free SCR services detailed in Table 6.2.10.1.b.

Table 6.2.10.1.b Toll Free Specialized Call Routing (SCR) (D)

		Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			

6.2.10.2 International Toll Free Service (M-O)

Contractor shall provide an international toll free service that allows for a Toll Free call origination in another country to complete to a U.S. destination. It shall also allow outbound Toll Free terminating services to overseas locations as part of international/overseas service. The countries to be priced are the United Kingdom, China, Japan, Spain, Switzerland, Brazil, Mexico, Canada, Israel, Korea, Germany, Italy, and France.

The Contractor's International Toll Free service shall include the following features:

Routing Features:

- **Day of Week Routing** - Allows Customers to route calls to different locations based on the day of the week
- **Holiday Routing** - Allows the Customer to designate different routing for specific holidays and key events
- **Time of Day (TOD) Routing** - Based on the time of day, this feature allows the Customer to route calls made to a single 'Toll Free' number to different answering locations
- **Alternate Routing** - Allows the Customer to pre-define alternate routing arrangements, known as Alternate Plans
- **Terminating Features** - Requires DAL Termination
- **Real-Time Dialed Number Identification Service (DNIS)** - Provides the 10-digit number dialed by the caller
- **Real-Time Automatic Number Identification (ANI)** - Provides the caller's full 10-digit originating telephone number

authorized in foreign countries. Calling cards shall be available as a billed monthly service and as a prepaid card service and all cards shall include a magnetic strip. The countries to be priced are the United Kingdom, China, Japan, Spain, Switzerland, Brazil, Mexico, Canada, Israel, Korea, Germany, Italy, and France.

Monthly-billed services shall be billed on the Customer's regular monthly telephone bill and shall include the card number and the authorized End-User of record.

The Prepaid Calling Card service is paid for in advance and the value is printed on the card. The balance is reduced each time the End-User makes a call. Once the value of the card has been depleted, the card can either be discarded or recharged to add additional calling time.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Calling Card Services detailed in Table 6.2.12.a.

Table 6.2.12.a Calling Card Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Standard Calling Card	Available on a "billed monthly" basis		
Bidder's Description:			
Prepaid Calling Card	Calling card that is paid for in advance and is rechargeable.		
Bidder's Description:			

6.2.15.2 Contract Services Training (M)

Contractor shall provide training to Customers and End-Users for new or replacement services provisioned during the Contract at no additional cost.

End-User training shall be provided as part of the standard service order implementation process. The Customer will have the right to request modifications based upon their business needs. Refresher training is to be provided at the End-User's request for Contractor installed services.

The content, method and amount of training for new or replacement services will be part of the ongoing Training Plan as outlined in Section 6.2.15.5. Additional types of training may be proposed besides those outlined below.

The training will be held at the Customer's premises except for those services that are not conducive to on-site training, or for which grouped (multiple Agency) sessions would be more efficient, and would not negatively impact the training experience.

Contract services training includes but may not be limited to the following:

- Use of voice services
- Administration and use of call management Systems (i.e. ACD, IVR, SCR, ACD MIS, etc.)
- Administration and use of messaging services
- Invoicing System(s) and process
- Centralized ordering and trouble reporting processes
- Service Level Agreements
- Administration and use of enhanced or other Contract services

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.15.6 Training Oversight & Coordination (M)

The DTS/ONS will assign Training Coordinator(s) to work with the Contractor. Where applicable, the Coordinator(s) may work with the Contractor to provide input on the training content, attend and/or participate in training sessions to monitor participation and response to the training, address questions directed to DTS/ONS, and to reinforce the team effort between the Contractor and the State.

The Contractor shall provide the Training Coordinator(s) access to the Contractor's training processes and content, including collateral training and marketing materials to help ensure that the State and the Contractor's employees and sub-contractors are provided the same information regarding the content of the Contract and of the required training. This will also help reinforce the team effort between the Contractor and the State to our Customers. See also Section 6.2.18.5, Marketing Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.16 OTHER SERVICES

6.2.16.1 Cable and Wire Services

The CALNET II Contract Module 1 includes provisions for simple inside wiring services specifically associated with provisioning of CALNET II long distance or network ACD, and services related to hourly support. These services are described below.

6.2.16.1.1 Extended Demarcation Wiring Services (M-O)

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this RFP Section 6.2.16.1.1 for all Customer occupied buildings where services under this Contract are being offered. Extended Demarc wiring includes wire/cable related activities required to extend the demarcation point to the Customer defined termination location or cross-connect point from the Contractor's MPOE. Extended Demarc wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Extended Demarc wiring shall also include associated trouble shooting, testing and labeling. Extended Demarc wiring is limited to the following:

- Installation of cabling for extending services from the MPOE location to the Customer's point of utilization.
- Installation of cross connects or rearrangement of existing jumpers.
- Identification and testing of existing cabling beyond the MPOE to the Customer's Equipment location.
- Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

The Contractor shall not be required to complete Extended Demarc wiring from the MPOE to the extended Demarc location if:

- The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.
- Upon written release provided by either the Customer or by DTS/ONS.

The Contractor shall provide a price in Section 7 (Costs) for all labor and materials required for Extended Demarc wiring necessary to complete the provisioning of one Demarc extension as described in Section 6.2.16.1.1. Contractor shall provide one price for each media identified.

Wiring will be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter,

Uniform Building Cabling/Wiring current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the wiring services for extended demarcation detailed in Cost Table 6.2.16.1.1.

Cost Table 6.2.16.1.1 Extended Demarcation Wiring Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Extended Demarcation - Copper	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above.		
Bidder's Description			
Extended Demarcation - Copper 25 Pair	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above.		
Bidder's Description			
Extended Demarcation - Optical Fiber Link	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/each service only.		
Bidder's Description			

6.2.16.1.2 Station Wiring Services (D)

The Contractor shall provide station wiring services to support the services covered by RFP Section 6.2.16.1.2 for all Customer-occupied buildings where services under this Contract are being offered. Station wiring includes wire/cable related activities required to install horizontal station cabling from the Customer's distribution location or Horizontal Crossconnect (HC) to the Customer defined station location. Station wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Station wiring shall also include associated trouble shooting, testing and labeling. Horizontal station wiring is limited to the following:

- Installation of cabling for extending services from the HC to the Customer's station location.
- Identification and testing of existing cabling.

The Contractor shall not be required to complete Station wiring if:

- The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.

The Contractor shall provide a price in RFP Section 7 (Costs) for all labor and materials required for horizontal station wiring necessary to complete the provisioning as described in this Section. The Contractor shall provide one price for each media or task identified.

Wiring shall be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

One exception to the above standards is the ANSI/TIA/EIA 568-B.2 requirement of installation of a minimum of multiple (2) cables per location. Customers shall have the option of installing one cable at each location if desired.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the wiring services for Station Cabling as detailed in Cost Table 6.2.16.1.2.

Cost Table 6.2.16.1.2 Station Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling – Horizontal Copper Cat 5e	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 5e CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Copper Cat 6	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 6 CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Optical Fiber- IEEE 802.3Z	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than 1 Gbps (IEEE802.3Z). CMP rated.		
Bidder's Description			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling – Horizontal Copper - Identify, Test and Label	Wiring services to identify, test, and label existing horizontal station wiring per single station location.		
Bidder's Description			
Identify, test, and label expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			
Cabling expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			

6.2.16.1.3 Inside Wiring Services (D)

The Contractor shall provide inside wiring services to support the services covered by RFP Section 6.2.16.1.3 for all Customer occupied buildings where services under this Contract are being offered. Inside wiring includes labor and material for wire/cable related activities not specifically defined in Section 6.2.16.

In the cost table of Section 7, the Contractor shall provide a fixed hourly-rate schedule for identified labor classifications.

Bidders may identify any and all materials required for provisioning of this service in the unsolicited features section.

Wiring will be installed according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

The Contractor may offer the inside wiring services as detailed in Table 6.2.16.1.3.

Cost Table 6.2.16.1.3 Inside Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling– Installer-Inside Wiring	Labor only; Installer properly trained to install cabling related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Inside wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of copper wiring related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Optical Fiber-Inside Wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of optical fiber cabling related to station cabling as identified in this section.		
Bidder's Description			
Identify, test, and label expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			
Cabling expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			

6.2.16.2 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis of services listed in this Contract. Work performed under this Section 6.2.16.2 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis of contracted services.

The rates identified shall only be used for the diagnosis of contracted services and no materials shall be identified.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer emergency restoration services as detailed in table 6.2.16.1.4.

Table 6.2.16.1.4 Services Related Hourly Support (M-O)

Labor Classification Name	Classification Description	Meets or Exceeds? Y/N	Document/ Location
Field Technician	Field technician properly trained to an expert level for the service being dispatched.		
Bidder's Description:			

Documentation on criteria used to identify fraudulent activity and Customer notification. The Contractor's Fraud Management System shall include provisions for working with DTS/ONS and Customers to define parameters for fraud detection, Customer awareness and education, and a Customer fraud manual that identifies algorithms that alert and identify suspicious calling.

The Contractor shall provide fraud detection, prompt Customer notification, and corrective action programs to reduce the State's vulnerability to fraudulent activities. The Contractor shall offer a program to assist Agencies with identifying suspect calling patterns that may constitute abuse or improper use of State telecommunications services. For the purpose of this Contract, Fraud is considered the theft of services or deliberate misuse of voice networks by perpetrator's whose intention is to avoid or reduce charges that would have been legitimately applied to them. CALNET II Customers shall not be responsible for costs of services associated with fraudulent usage. Examples of fraud that the Contractor shall identify include:

- Clip-on – use of instrument to divert line
- Clip-on Payphone – use of instrument in parallel of coin or card phone line
- Payphone meter pulse defeat – suppressing circuitry
- Collect Calls to Call Office
- Booked Calls from Call Office
- Stolen Line
- Call Back Operators
- Conference Call Manipulation
- International Roaming Manipulation
- Identity Theft
- Message relay (evesdropping)
- Denial of service
- Roaming Fraud
- Long Call Duration Calls or numerous inbound Toll Free calls
- Excessive Short Inbound Call Duration Calls
- Unauthorized Toll Free Inbound and Outbound Calls
- Hacking

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

6.2.22.2.2 Trouble Ticket Stop Clock Conditions (M)

Stop Clock criteria includes the following: (Note: in this section, the term “End-User” includes End-Users and Customers, whichever is applicable.)

1. Periods when a restoration or testing effort is delayed at the specific request of the End-User. The Stop Clock condition shall exist during the period the Contractor was delayed, provided that reasonable and documented efforts are made to contact the End-User during the applicable Stop Clock period.
2. Time after a service has been restored, but End-User request ticket be kept open for observation. If the service is later determined by the End-User to not have been restored, the Stop Clock shall continue until the time the End-User notifies the Contractor that the service has not been restored.
3. Time after a service has been restored, but End-User is not available to verify that the service is working. If the service is later determined by the End-User to not have been restored, the Stop Clock shall apply only for the time period between Contractor's reasonable attempt to notify the End-User that Contractor believes the service has been restored and the time the End-User notifies the Contractor that the service has not been restored.
4. Restoration cannot be achieved because the problem has been isolated to wiring that is not maintained by Contractor, or any of its subsidiaries, subcontractors, or Affiliates.
5. Trouble caused by a power problem outside of the responsibility of the Contractor.
6. Lack of building entrance facilities or conduit structure that are the End-User's responsibility to provide.
7. The following contact/access problems, provided that Contractor makes reasonable efforts to contact End-User during the applicable stop clock period:
 - a. Access necessary to correct the problem is not available because access has not been arranged by site contact or End-User representative
 - b. Site contact refuses access to technician who displays proper identification
 - c. Insufficient or incorrect site contact information which prevents access, provided that Contractor takes reasonable steps to notify End-User of the improper contact information and takes reasonable steps to obtain the correct information.

6.2.22.2.9 Provisioning (M)

Services	Business Days	Provisioning
Audio Conferencing w/account	1 Day	<p>Definition</p> <p>Provisioning shall be defined as new service, adds, moves, changes and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p>Measurement Process</p> <p>Individual Service Order:</p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/System.</p> <p>Monthly Average Percentage by Service Type:</p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met</p> <p>Objective</p> <p>Individual Order:</p> <p>Service provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type: 90 percent</p>
Account set-up	10 Days	
Computer Telephone Integration for Network Based ACD	Managed Project	
Inside Wiring	Contracted Service Project Work – Section 6.2.20.11	
Inter-LATA, Intrastate, Interstate Long Distance Calling	1 Day	
Network Based ACD	Managed Project	
Network Based Interactive Voice Response (IVR)	Managed Project	
Network Based Specialized Call Routing	Managed Project	
Station Cabling	Contracted Service Project Work – Section 6.2.20.1	
Toll Free	1 Day	
900 Service	Managed Project	

Services	Business Days	Provisioning
		<p>Immediate Rights and Remedies</p> <p>Individual Order:</p> <p>50 percent of installation fee refunded to Customer for any missed due date.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies:</p> <p>- Monthly Average percent by Service Type:</p> <p>The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met.</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____page_____paragraph_____

Description:

Section 6.3 Internet Protocol Services – MODULE 3

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Bidders may offer additional unsolicited Services or features or other items as indicated under certain Section 6 subsections. Bidders are encouraged to offer unsolicited Services and features that provide enhancement to the Mandatory-Optional “(M-O)” services identified. Unsolicited features must be individually identified, listed and priced in the “Unsolicited Services and Features” portion of each table. General references to catalogs will not be accepted. All Bidders must provide separate prices in RFP Section 7 for each unsolicited Service or feature. If no prices are submitted for an offered Desirable item, it shall be provided at no cost. Requirement Unsolicited items are not eligible for scored technical points per RFP Section 9.

It shall be at the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers. If an unsolicited item is included in the Contract, it shall be at the Customer’s option whether or not to order the item, except that unsolicited orders also required DTS/ONS approval.

If a Desirable item is offered and found by the State to be compliant with the Desirable item’s specification, it shall be the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers, and furthermore, if it is included in the Contract it shall be the Customer’s option whether or not to order the service or feature, except that some Desirable orders also require DTS/ONS approval.

6.3.1.2 Compliance With Section 4 (M)

RFP Section 4 outlines the proposed environment anticipated as a result of this RFP. The Bidder hereby affirms that it will comply with the service environment and business relationship envisioned in Section 4 for this Module, with special emphasis on Section 4.5.5, Contract Business Relationships.

In order to assure the State that the Bidder shall meet the State’s vision, the Bidder shall describe how it plans to support the overall State Requirements in Section 4 for CALNET II for this RFP Module.

This description shall also summarize the Bidder’s technical and operational plans, as well as how it intends to provide the business relationship described in Section 4.5.5, Contract Business Relationships.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2 HOSTED STANDALONE IP TELEPHONY SERVICES (M-O)

The Contractor shall provide a full turnkey Hosted Standalone IP Telephony solution for the State. The Hosted Standalone VoIP solution shall be interoperable with and traverse successfully across the PSTN. The proposed Hosted IP voice service shall include design, analysis, cabling, Software, Hardware, training and ongoing maintenance and upgrades.

The service shall deliver business-class telephony features, supporting standard business lines, direct inward dial (DID) lines, gateway services to local PSTNs, and least cost (monetary) routing. The service shall be delivered on a simple “per seat per month” cost basis.

The Contractor shall comply with the local number portability regulations and emergency service Requirements including E9-1-1 services to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP). All E9-1-1 associated updates including premise Equipment shall be the responsibility of the Contractor.

No long distance fees shall apply between service areas. All off-net toll and toll free services shall be provided through the Module 3 Contractor.

The Contractor shall provide site survey, design, provisioning and management of Hosted Standalone IP Telephony Services. In the response section of the RFP, Contractor shall identify deliverables associated with each task.

In the cost table of Section 7, the Contractor shall provide the fee for each task identified based on four different model scales (see the table on the next page):

Type A: 1 – 24 phones

Type B: 25 – 240 phones

Type C: 241 – 480 phones

Type D: 481 or more phones

Although separate pricing for each task has been identified, payment will be made only upon successful implementation (Customer acceptance) of services. If implementation is unsuccessful due to situations not under Contractor control or responsibility, completed services may be billed accordingly.

Table 6.3.2 Site Surveys, Network Designs, and Provisioning Sites

Task	Description	Meets or Exceeds? Y/N	Document/ Location
Site Survey -Site Type A	Perform facility site survey required for successful design and implementation of Hosted Standalone IP Telephony Services (1 – 24 phones)		
Bidder's Description:			
Site Survey – Site Type B	Perform facility site survey required for successful design and implementation of Hosted Standalone IP Telephony Services (25 – 240 phones)		
Bidder's Description:			
Site Survey - Site Type C	Perform facility site survey required for successful design and implementation of Hosted Standalone IP Telephony Services (241 - 480 phones)		
Bidder's Description:			
Site Survey - Site Type D	Perform facility site survey required for successful design and implementation of Hosted Standalone IP Telephony Services (481 or more phones)		
Bidder's Description:			
Network Design - Site Type A	Design for a successful implementation of Hosted Standalone IP Telephony Service solution (1 - 24 phones)		
Bidder's Description:			
Network Design - Site Type B	Design for a successful implementation of Hosted Standalone IP Telephony Service solution (25 – 240 phones)		
Bidder's Description:			
Network Design - Site Type C	Design for a successful implementation of Hosted Standalone IP Telephony Service solution (241 – 480 phones)		
Bidder's Description:			
Network Design - Site Type D	Design for a successful implementation of Hosted Standalone IP Telephony Service solution (481 or more phones)		
Bidder's Description:			

Task	Description	Meets or Exceeds? Y/N	Document/ Location
Provisioning Site Type A	Provisioning and deployment of Hosted Standalone Telephony Services (1 -24 phones)		
Bidder's Description:			
Provisioning Site Type B	Provisioning and deployment of Hosted Standalone Telephony Services (25 – 240 phones)		
Bidder's Description:			
Provisioning Site Type C	Provisioning and deployment of Hosted Standalone Telephony Services (241 – 480 phones)		
Bidder's Description:			
Provisioning Site Type D	Provisioning and deployment of Hosted Standalone Telephony Services (481 or more phones)		
Bidder's Description:			

Geographic Requirements:

For the purposes of evaluation only, the Contractor shall provide Hosted Standalone VoIP Services in the specific cities specified below. Each city will consist of 10 type A sites, 15 type B sites, 10 type C sites, and 1 type D site.

- Sacramento
- Oakland
- San Francisco
- Los Angeles
- San Diego
- San Jose

Technical Requirements - The service shall meet the technical Requirements listed below. Performance shall be verified through reports provided by the Contractor.

Availability – 99.2 percent

Measurement – Adhere to the Requirements set forth in Section 6.3.14.2

Jitter (delay variance) – Less than 15 ms

Packet Loss – Maximum .5 percent

Latency/Delay – 130 ms one way

Mean Opinion Score ITU P.800 – 3.6 or above

Dial Tone Delay – Not to exceed 3 seconds for any call

Call Setup Time – Not to exceed 3 seconds for any call

Echo Cancellation - Embedded echo cancellation to published ITU-T recommendations

Grade of Service - P.01

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.2 Hosted Standalone IP Telephony Business Line Service Customer Provided Equipment (CPE) (M-O)

The Contractor shall provide a full turn-key solution that includes all CPE. Due to the complexity and multiple possible network solutions, the Contractor shall supply IP Telephone sets specifically for this service. Additionally, Bidder's are to indicate compatibility/interoperability of this CPE with the Converged Services IP Telephony Requirements in Section 6.3.4.1.

IP telephone set will include the following minimum features:

Message waiting indicator

The Contractor shall comply with the local number portability regulations and emergency service Requirements including E9-1-1 services to identify the location of an originating station and route the call to the appropriate Public Safety Answering Point (PSAP).

The Contractor's proposed Voice over Internet Protocol Transport supporting the Converged Services, IP Telephony services shall conform to the following Standards as applicable:

- IETF RFC 2132 for DHCP
- IETF RFC's 2916 ENUM, 2806
- IPv4. IPv6 when and where offered commercially by the Contractor
- IETF RFC 1349 ToS, 2474, 2475 DiffServ
- ITU-T E.164
- ITU-T G.711, G.723.x, G.726, G.728, or G.729.x
- ITU-T H.248.1 (MEGACO), H.323, H.350 when and where offered commercially by the Contractor
- ITU-T P.800 series of Standards for telephone transmission quality.
- ITU-T T.30, T.37 and T.38, Group III fax
- Media Gateway Control Protocol (MGCP) IETF RFC 3435 when and where offered commercially by the Contractor
- IETF RFC 3550 Real-Time Transport Protocol (RTP)
- IETF RFC 2205 Resource Reservation Protocol (RSVP)
- IETF RFC 3261 SIP (Session Initiation Protocol) when and where offered commercially by the Contractor.
- IETF RFC 768 User Datagram Protocol (UDP).

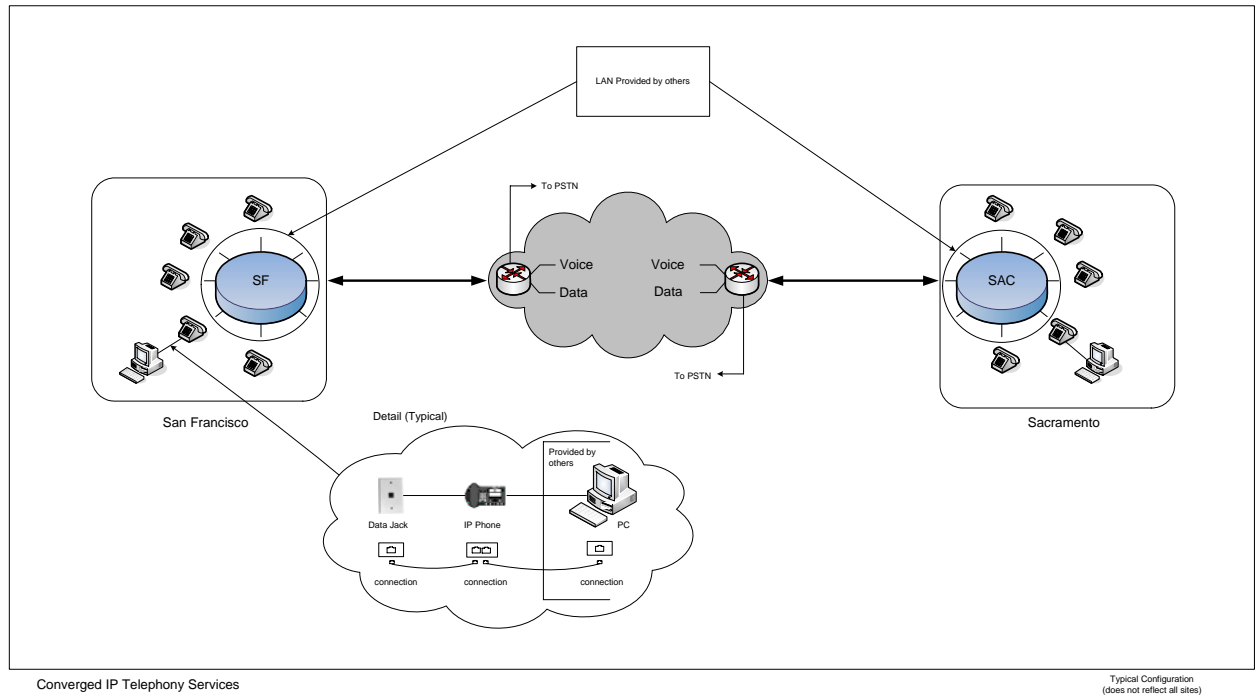
For design purposes, the Contractor shall use the information below to create a service proposal design.

The model consists of 6 separate sites with a combined total of 80,000 end-users. Locations and headcounts are as follows:

- | | |
|-----------------|---------------|
| • Sacramento | 20,000 phones |
| • Los Angeles | 20,000 phones |
| • San Francisco | 16,000 phones |

- Oakland 8,000 phones
- San Jose 8,000 phones
- San Diego 8,000 phones

Figure 6.3.4.a



Latency/Delay – 130 ms one way

Mean Opinion Score ITU P.800 – 3.6 or above

Dial Tone Delay – Not to exceed 3 seconds for any call

Call Setup Time – Not to exceed 3 seconds for any call

Echo Cancellation - Embedded echo cancellation to published ITU-T recommendations

Grade of Service – P.03

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.4 Converged Services, IP Telephony Security (M-O)

The Contractor shall provide security measures that address encryption/decryption algorithms and their associated keys for addressing confidentiality. The Contractor shall also provide firewalls, VPNs, Intrusion Detection Systems (IDS), and Intrusion Protection Systems (IPS) functions that detect and prevent unauthorized access to the network.

Additionally the Contractor shall address their proposed security measures to prevent:

- Denial of Service (DoS)
- Invasion of Privacy
- Man-in-the-Middle (MITM) attacks
- Protocol specific security vulnerabilities (e.g. SIP)

The Contractor shall ensure security practices and policies are updated and audited regularly.

6.3.8 OTHER SERVICES (M-O)

6.3.8.1 Cable And Wire Services (M-O)

This Module includes provisions for simple inside wiring services specifically associated with ordering of IP related circuits, and hourly repair support as described below.

6.3.8.1.1 Simple Wiring Services, Extended Demarcation Wiring Services (M-O)

The Contractor shall provide Extended Demarcation (Extended Demarc) wiring to support the services covered by this Module for all Customer occupied buildings where services under this Module are being offered. Extended Demarc wiring services include wire/cable related activities required to extend the demarcation point to the Customer defined termination location or cross-connect point from the Contractor's to Customer handoff (CCH). Extended Demarc wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Extended Demarc wiring shall also include associated trouble shooting, testing and labeling. Extended Demarc wiring is limited to the following:

- Installation of cabling for extending services from the CCH location to the Customer's point of utilization
- Installation of cross connects or rearrangement of existing jumpers
- Identification and testing of existing cabling beyond the CCH to the Customer's Equipment location.
- Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

The Contractor shall not be required to complete Extended Demarc wiring from the MPOE to the extended Demarc location if:

- The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.
- Upon written release provided by either the Customer or by DTS/ONS.

The Contractor shall provide a price in Section 7 (Costs) for all labor and materials required for Extended Demarc wiring necessary to complete the

provisioning of one Demarc extension as described in Section 6.3.8.1.1. Contractor shall provide one price for each media identified.

Wiring will be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the wiring services for extended demarcation detailed in Cost Table 6.3.8.1.1.

Cost Table 6.3.8.1.1 Extended Demarcation Wiring Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Extended Demarcation - Copper	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above.		
Bidder's Description			
Extended Demarcation - Copper 25 Pair	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above.		
Bidder's Description			
Extended Demarcation - Optical Fiber Link	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/each service only.		
Bidder's Description			

6.3.8.1.2 Station Wiring Services (D)

The Contractor shall provide station wiring services to support the services covered by RFP Section 6.3.8.1.2 for all Customer-occupied buildings where services under this Contract are being offered. Station wiring includes wire/cable related activities required to install horizontal station cabling from the Customer's distribution location or Horizontal Crossconnect (HC) to the Customer defined station location. Station wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Station wiring shall also include associated trouble shooting, testing and labeling. Horizontal station wiring is limited to the following:

- Installation of cabling for extending services from the HC to the Customer's station location.
- Identification and testing of existing cabling.

The Contractor shall not be required to complete Station wiring if:

- The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.

The Contractor shall provide a price in RFP Section 7 (Costs) for all labor and materials required for horizontal station wiring necessary to complete the provisioning as described in this Section. The Contractor shall provide one price for each media or task identified.

Wiring shall be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

One exception to the above standards is the ANSI/TIA/EIA 568-B.2 requirement of installation of a minimum of multiple (2) cables per location. Customers shall have the option of installing one cable at each location if desired.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the wiring services for Station Cabling as detailed in Cost Table 6.3.8.1.2.

Cost Table 6.3.8.1.2 Station Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling – Horizontal Copper Cat 5e	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 5e CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Copper Cat 6	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 6 CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Optical Fiber- IEEE 802.3Z	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than 1 Gbps (IEEE802.3Z). CMP rated.		
Bidder's Description			
Station Cabling – Horizontal Copper - Identify, Test and Label	Wiring services to identify, test, and label existing horizontal station wiring per single station location.		

Bidder's Description			
Identify, test, and label expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			
Cabling expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			

6.3.8.1.3 Inside Wiring Services (D)

The Contractor shall provide inside wiring services to support the services covered by RFP Section 6.3.8.1.3 for all Customer occupied buildings where services under this Contract are being offered. Inside wiring includes labor and material for wire/cable related activities not specifically defined in Section 6.3.8.

In the cost table of Section 7, the Contractor shall provide a fixed hourly-rate schedule for identified labor classifications.

Bidders may identify any and all materials required for provisioning of this service in the unsolicited features section.

Wiring will be installed according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the inside wiring services as detailed in Table 6.3.8.1.3.

Cost Table 6.3.8.1.3 Inside Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling– Installer-Inside Wiring	Labor only; Installer properly trained to install cabling related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Inside wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of copper wiring related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Optical Fiber-Inside Wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of optical fiber cabling related to station cabling as identified in this section.		
Bidder's Description			
Identify, test, and label expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			
Cabling expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			

6.3.8.2 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis of services listed in this Contract. Work performed under this Section 6.3.8.2 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis of contracted services.

The rates identified shall only be used for the diagnosis of contracted services and no materials shall be identified.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Examples of fraud that the Contractor shall identify:

- Security breaches
- Toll Fraud
- Denial of service
- Conference Call Manipulation
- Spoofing
- Message relay (eavesdropping)
- Roaming Fraud
- Excessive Short Inbound Call Duration Calls
- Unauthorized Inbound and Outbound Calls
- Hacking
- International Roaming Manipulation

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

6.3.14.2.14 Provisioning (M)

Services	Business Days	Provisioning
Hosted Standalone IP Telephony Business Line Services (includes IP Telephony Voice Mail functionality and IP Telephony Audio Conferencing functionality)	Managed Project	<p>Definition</p> <p>Provisioning shall be defined as new service, adds, moves, changes, and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p>Note: Provisioning timelines include extended demarcation, wiring, when appropriate.</p> <p>Measurement Process</p> <p>Individual Service Order:</p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/system.</p> <p>Monthly Average Percentage by Service Type:</p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met.</p> <p>Objective</p> <p>Individual Order:</p> <p>Service provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type:</p> <p>Greater than 95 percent</p>
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Day	
Hosted Standalone IP Telephony Audio Conferencing Service Scheduling	4 hours	
Inside Wiring	Contracted Service Project Work – Section 6 .3.12.1	
IP Transport for Converged Services Port Speed:		
56K- 1.5Mbps	15 days	
1.792Mbps - 3.3Mbps	30 days	
3.3Mbps up	Managed Project	
Converged IP Telephony Business Line Services (includes IP Telephony Voice Mail functionality and IP Telephony Audio Conferencing functionality)	Managed Project	

Services	Business Days	Provisioning
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Days	Immediate Rights and Remedies Individual Order: 50 percent of installation fee refunded to Customer for any missed due date. End-User Escalation Process DTS/ONS Escalation Process Monthly Rights and Remedies: - Monthly Average percent by Service Type: The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met.
Converged IP Audio Conferencing Service Scheduling	4 hours	
IP Automatic Call Distribution	Managed Project	
IP Interactive Voice Response System	Managed Project	
IP Specialized Call Routing	Managed Project	
IP Computer Telephone Interface	Managed Project	
Managed IP Video Conferencing Service Scheduling	4 hours	
Unified Messaging	Managed Project	
Station Cabling	Contracted Service Project Work – Section 6.3.12.1	

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 6.4 Broadband Fixed Wireless Access (BFWA) – MODULE 4

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Section 9. Each Desirable Requirement is identified with a “(D)” after the item heading.

Bidders may offer additional unsolicited Services or features or other items as indicated under certain Section 6 subsections. Bidders are encouraged to offer unsolicited Services and features that provide enhancement to the Mandatory-Optional “(M-O)” services identified. Unsolicited features must be individually identified, listed and priced in the “Unsolicited Services and Features” portion of each table. General references to catalogs will not be accepted. All Bidders must provide separate prices in RFP Section 7 for each unsolicited Service or feature. If no prices are submitted for an offered Desirable item, it shall be provided at no cost. Requirement Unsolicited items are not eligible for scored technical points per RFP Section 9.

It shall be at the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers. If an unsolicited item is included in the Contract, it shall be at the Customer’s option whether or not to order the item, except that unsolicited orders also required DTS/ONS approval.

If a Desirable item is offered and found by the State to be compliant with the Desirable item’s specification, it shall be the State’s option whether or not to include the offered item in the awarded Contract and to determine when or whether to make the offered item available to Customers, and furthermore, if it is included in the Contract it shall be the Customer’s option whether or not to order the service or feature, except that some Desirable orders also require DTS/ONS approval.

6.4.1.2 Compliance With Section 4 (M)

RFP Section 4 outlines the proposed environment anticipated as a result of this RFP. The Bidder hereby affirms that it will comply with the service environment and business relationship envisioned in Section 4 for this Module, with special emphasis on Section 4.5.5, Contract Business Relationships.

In order to assure the State that the Bidder shall meet the State’s vision, the Bidder shall describe how it plans to support the overall State Requirements in Section 4 for CALNET II for this RFP Module.

This description shall also summarize the Bidder’s technical and operational plans, as well as how it intends to provide the business relationship described in Section 4.5.5, Contract Business Relationships.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.4.6 OTHER SERVICES (M-O)

6.4.6.1 Cable And Wire Services (M-O)

This Module includes provisions for simple inside wiring services specifically associated with provisioning of Module 4 services, and services related to hourly support as described below.

6.4.6.1.1 Low Voltage Simple Wiring Services, Service Entrance, and Extended Demarcation (M-O)

The Contractor shall provide simple wiring services to support the BFWA and network services covered by this Module for all Customer occupied buildings where services under this Contract are being offered. Simple wiring services are wire/cable related activities required to extend the demarcation point to the Customer defined jack location or cross-connect point from the Contractor to Customer Handoff (CCH) or provide connection to BFWA Data Communications Equipment (DCE) termination points. Simple wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Simple wiring shall also include associated trouble shooting, testing and labeling. Simple wiring services are limited to the following:

- Installation of cabling for extending network interfaces from the CCH location to the Customer's point of utilization
- Installation of cross connects or rearrangement of existing jumpers
- Identification and testing of existing cabling beyond the CCH to the Customer's Equipment location
- BFWA DCE to CCH
- Installation intervals shall be in accordance with the timeframes identified for the services that this cabling will support, and shall be subject to the SLAs associated with that service.

The Contractor shall not be required to complete simple wiring from the CCH to the extended demarcation location:

- The wire/cable pathway is blocked, and cannot be cleared without significant effort or damage to the Customer site

- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff
- Upon written release provided by either the Customer or by DTS/ONS

Contractor shall provide a price in Section 7 (Costs) as provided for within the cost table for all labor and materials required for simple wiring services necessary to complete the provisioning of one line side service extension. Contractor shall provide one price for each media identified.

Wiring will be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable EIA/TIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

The Contractor shall offer the wiring services for extended demarcation detailed in Cost Table 6.4.6.1.1.

Cost Table 6.4.6.1.1 Low Voltage Simple Wiring Services, Service Entrance, and Extended Demarcation (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Extended Demarcation - Copper	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above.		
Bidder's Description			
Extended Demarcation - Copper 25 Pair	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a copper trunk or trunking equipment as described above.		
Bidder's Description			
Extended Demarcation - Optical Fiber Link	Wiring services to extend Facilities from the Customer's MPOE to the Customer's point of utilization from a fiber trunk or trunking equipment as described above, Strand count required to provision one/each service only.		
Bidder's Description			

6.1.5.1.5 Station Wiring Services (D)

The Contractor shall provide station wiring services to support the services covered by RFP Section 6.4.6.1.2 for all Customer-occupied buildings where services under this Contract are being offered. Station wiring includes wire/cable related activities required to install horizontal station cabling from the Customer's distribution location or Horizontal Crossconnect (HC) to the Customer defined station location. Station wiring shall include the necessary wire/cable, connectors, jumpers, panel, and jack. Station wiring shall also include associated trouble shooting, testing and labeling. Horizontal station wiring is limited to the following:

- Installation of cabling for extending services from the HC to the Customer's station location.
- Identification and testing of existing cabling.

The Contractor shall not be required to complete Station wiring if:

- The wire/cable pathway is blocked and cannot be cleared without significant effort or damage to the Customer site.
- The wire/cable pathway is in an asbestos or other environment hazardous to the Contractor's personnel, or where such work would be hazardous to the public or to the Customer's staff.

The Contractor shall provide a price in RFP Section 7 (Costs) for all labor and materials required for horizontal station wiring necessary to complete the provisioning as described in this Section. The Contractor shall provide one price for each media or task identified.

Wiring shall be installed according to industry Standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

One exception to the above standards is the ANSI/TIA/EIA 568-B.2 requirement of installation of a minimum of multiple (2) cables per location. Customers shall have the option of installing one cable at each location if desired.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the wiring services for Station Cabling as detailed in Cost Table 6.4.6.1.2.

Cost Table 6.4.6.1.2 Station Wiring Services(D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling – Horizontal Copper Cat 5e	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 5e CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Copper Cat 6	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 6 CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Optical Fiber- IEEE 802.3Z	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than 1 Gbps (IEEE802.3Z). CMP rated.		
Bidder's Description			
Station Cabling – Horizontal Copper - Identify, Test and Label	Wiring services to identify, test, and label existing horizontal station wiring per single station location.		
Bidder's Description			
Identify, test, and label expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			
Cabling expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			

6.4.6.1.3 Inside Wiring Services (D)

The Contractor shall provide inside wiring services to support the services covered by RFP Section 6.4.6.1.3 for all Customer occupied buildings where services under this Contract are being offered. Inside wiring includes labor and material for wire/cable related activities not specifically defined in Section 6.4.6.1.3.

In the cost table of Section 7, the Contractor shall provide a fixed hourly-rate schedule for identified labor classifications.

Bidders may identify any and all materials required for provisioning of this service in the unsolicited features section.

Wiring will be installed according to industry standards and cabling recommendations published in the State Telecommunications Management Manual (STMM), Facilities Management Chapter, Uniform Building Cabling/Wiring, current at the time of this RFP and as periodically updated by DTS/ONS. Additionally, all wiring installation and maintenance activities will be in accordance with all applicable ANSI/TIA/EIA, BICSI, and ITU-T recommended standards current at the time of installation or maintenance.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer the inside wiring services as detailed in Table 6.4.6.1.3.

Cost Table 6.4.6.1.3 Inside Wiring Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling– Installer-Inside Wiring	Labor only; Installer properly trained to install cabling related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Inside wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of copper wiring related to station cabling as identified in this section.		
Bidder's Description			
Station Cabling– Technician-Optical Fiber-Inside Wiring	Labor only; Technician properly trained at an expert level for installation, termination, testing, and troubleshooting of optical fiber cabling related to station cabling as identified in this section.		
Bidder's Description			
Identify, test, and label expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			
Cabling expedite option	Bidders are to describe installation interval commitment and expedite criteria.		
Bidder's Description			

6.4.6.2 Services Related Hourly Support (M-O)

The Contractor shall provide labor for the diagnosis of services listed in this Contract. Work performed under this Section 6.4.6.2 is authorized only for situations where the Contractor has dispatched personnel to diagnose a service problem that turns out to be caused by factors outside the responsibility of the Contractor (e.g., Network Interface Units/ circuit terminations, etc.)

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate schedule for labor classifications common to the diagnosis of contracted services.

The rates identified shall only be used for the diagnosis of contracted services and no materials shall be identified.

In the cost table of Section 7, the Contractor shall provide a fixed hourly rate for labor to diagnose and repair contracted services.

All materials shall be provided on a cost-plus basis. The Bidder shall identify the standardized markup for all materials in the cost table of Section 7.

The rates identified shall only be used for the diagnosis and repair of contracted services.

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

Table 6.4.6.2 Services Related Hourly Support (D)

Labor Classification Name	Classification Description	Meets or Exceeds? Y/N	Document/ Location
Field Technician	Field technician properly trained to an expert level for the service being dispatched		
Bidder's Description:			

6.4.7 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M)

Contractor shall provide Customer Premise Equipment (CPE) under the CALNET II only to support the specific network services provided by this Module. All other CPE can be obtained by CALNET II Customers through other procurement vehicles such as California Multiple Award Schedules (CMAS). Any and all exceptions for inclusion of other CPE on the Contract will require the prior approval from the DTS/ONS.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

considered the theft of services or deliberate misuse of data networks by perpetrator's whose intention is to completely avoid or reduce charges that would have been legitimately applied to them. CALNET II Customers shall not be responsible for costs associated with fraudulent usage.

Examples of fraud that the Contractor shall identify:

- Hacking
- Message relay (eavesdropping)
- Denial of service
- Spoofing
- Access intrusion

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.4.11 CUSTOMER ADVOCACY (M)

DTS/ONS maintains a Customer advocate function involving provisioning and ongoing network service delivery. DTS/ONS requires access to several Contractor provided tools through web based applications to process and monitor Customer network trouble tickets and the Contractor's corrective action. DTS/ONS's role as a Customer advocate can be invoked by the escalation process, Customer request, Contractor request, or as a result of service and process monitoring. In support of this area, Contractor shall provide communication and coordination beyond the normal trouble reporting and initial order submittal processes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.11.1 Customer Service Center (M)

The Contractor shall provide a Customer Service Center with a toll free number as a single point of contact to facilitate timely responses to trouble tickets and service ordering.

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible by DTS/ONS and DTS/ONS authorized Customers 24 hours a day, 7 days a week via a web enabled application.

For Contract related service issues, the Contractor shall provide a trouble reporting and escalation process outline to DTS/ONS. The escalation outline for Customers shall include:

- An End-User process for escalating issues within the Contractor's organization
- Contractor contact information of the responsible individual, including title/responsibility, office number, cell number, pager number (when applicable) that will be available 24 hours per day, 7 days a week, 365 days a year

Services	Service Availability Percentage
	<p>Monthly Rights and Remedies</p> <p>First month to exceed fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC.</p> <p>Next consecutive month to exceed fail to meet the SLA objective shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to exceed fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.2.4 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1
BFWA Data Channel Basic Line Rate Service BFWA Data Channel Enhanced Line Rate Service Wireline Data Channel Basic Line Rate Service Wireline Data Channel	<p>Definition</p> <p>The total loss of 50 channels or greater per service type, statewide.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage</p>

6.4.12.2.9 Provisioning (M)

Services	Business Days	Provisioning
BFWA Data Channel Basic Line Rate Service	Managed Project	<p>Definition</p> <p>Provisioning shall be defined as new service, adds, moves, changes and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p>Measurement Process</p> <p>Individual Service Order:</p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/system.</p> <p>Monthly Average Percentage by Service Type:</p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the the month if the monthly objective is not met.</p>
BFWA Data Channel Enhanced Line Rate Service	Managed Project	
Inside Wiring	Contracted Service Project Work – Section 6.4.10.1	
Station Cabling	Contracted Service Project Work – Section 6.4.10.1	
Wireline Data Channel Basic Line Rate Service	25 Days	
Wireline Data Channel Enhanced Line Rate Service	25 Days	
<i>this table is continued on the next page...</i>		

Services	Business Days	Provisioning
		<p>Objective</p> <p>Individual Order:</p> <p>Service provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type:</p> <p>Greater than 95 percent</p> <p>Immediate Rights and Remedies</p> <p>Individual Order:</p> <p>50 percent of installation fee refunded to Customer for any missed due date.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies:</p> <p>Monthly Average percent by Service Type:</p> <p>The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met.</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

Cost Table 6.2.3, Long Distance Calling (M-O)						
As described in Section 6.2.19.1.8, billing for long distance calling will be in 6 second intervals.						
Bidders are to enter their base rate for international calls in line 4 below and the appropriate discount rate for each of the specified sample countries in the corresponding recurring field below.						
6.2.3, Long Distance Calling (M-O)						
A	B	C	D	E	F	G
Line item #	Feature Name	Bidder identifier	Recurring cost/item per unit	Unit of measure	Model recurring mo. qty of units	Model recurring monthly costs
1	Intra-State/ Inter-LATA			minute	40,843,956	\$ -
2	Inter-State			minute	3,061,795	\$ -
3	International base rate			minute	See samples below	N/A
4	Sample costs based on % discount		Enter % below	% off tariff	N/A	N/A
5	Mexico			minute	5,000	\$ -
6	Canada			minute	5,000	\$ -
7	United Kingdom			minute	2,000	\$ -
8	Japan			minute	2,000	\$ -
9	China			minute	2,000	\$ -
10	Israel			minute	2,000	\$ -
11	Korea			minute	2,000	\$ -
12	Brazil			minute	2,000	\$ -
13	Italy			minute	2,000	\$ -
14	Switzerland			minute	2,000	\$ -
15	Spain			minute	2,000	\$ -
16	Germany			minute	2,000	\$ -
17	France			minute	2,000	\$ -
15	Model Monthly Totals:					\$ -
16	Model Annual Totals:					\$ -

- All exhibits or additional information must be located in Volume 2, LITERATURE and clearly referenced back to the Proposal item number
- Cost data, rates, or other pricing factors shall not be included in any part of the response
- Volumes 3 and 4 are not required for this submission item

8.3.4 Detailed Technical Proposal Submittal

- The Detailed Technical Proposal must be submitted by the date indicated in Section 1.7 – KEY ACTION DATES.
- The Detailed Technical Proposal must include the Bidder's response to the following RFP items (see applicable portions of Figure 8-1, Submissions Items, in Section 8):
 - Section 4 (subsections 4.4.1-4.5.10)
 - Section 6 (the following subsections as applicable):
 - 6.1 – 6.1.14.2 (Module 1)
 - 6.2 – 6.2.25.2 (Module 2)
 - 6.3 – 6.3.18.2 (Module 3)
 - 6.4 – 6.4.16.2 (Module 4)
- The Detailed Technical Proposals must follow the RFP numbering structure and must include the section and subsection numbers in sequence. For example, a Bidder's proposal for section 4.5.5 should be numbered 4.5.5, and should include the heading name: "Contract Business Relationships".
- If the Bidder does not wish to respond to a "Desirable (D)" Requirement, the Bidder's Detailed Technical Proposal must still include the section/subsection number and title, and the phrase "Not Offered".
- The Bidder's response to each requirement in the Detailed Technical Proposal must use the following format:

Bidder understands the Requirement and shall meet or exceed it? Yes___ No___

Reference: document_____

location_____ page_____ paragraph_____

Description:

Bidders shall check either “Yes” or “No” in response to the question, “Bidder understands the Requirement and shall meet or exceed it?”

- “Yes” indicates that the Bidder understands the Requirement as stated in the RFP and shall comply with the Requirement.
- “No” indicates that the Bidder either does not understand the Requirement and therefore cannot assure its compliance, or does understand the Requirement, but does not plan to comply with it.

Note: A “No” response to a Mandatory or Mandatory-Optional Requirement in the Final Proposal will disqualify the Bidder from award.

Unless otherwise listed, each reference to an RFP Requirement includes all aspects of the Requirement that is necessary in order to provide full functionality of the Requirement whether or not every aspect is detailed in the RFP Requirement’s specification.

All Bidders must provide a response to every Mandatory and Mandatory-Optional Requirement. Failure to respond to a Mandatory or Mandatory-Optional Requirement in their Final Proposal may be cause for rejection of the Bidder’s Final Proposal. See the

- Bidders must submit draft proposals in the accordance with the instructions in Section 8.3.4., Detailed Technical Proposal Submittal.
- Bidders may not change any of the State's Requirements, including correction of what the Bidder may perceive to be errors. If a Bidder believes it has identified an error in the RFP, the Bidder must promptly notify the State's Procurement Official listed in RFP Section 1.6. If any differences are found between the RFP Requirements as issued by the State in paper or electronic format and between the Requirements as returned in the Bidder's response, the Requirements as issued by the State shall prevail, whether identified by the State at the time of evaluation and award or not. Material changes to the Requirements that are made by the Bidder, except as specifically allowed for the addition of Desirable Items, may result in disqualification of the Bidder
- The State reserves the right to determine if a Bidder's response to the Requirement, as detailed in their description and/or supporting documentation, supports or contradicts the Bidder's claim of intended compliance
- Bidders should be aware that the successful Bidder will be required to comply with their entire proposed response, and all Requirements of the RFP and resulting Contract, not just the Administrative, Business and Technical Requirements
- Failure to answer a question by responding to it simply as "Proprietary" is unacceptable and will be deemed non-responsive. (Note: This may result in the Bidder's disqualification if found in the Final Proposal.) A response that includes a notation that it is proprietary will remain confidential throughout the procurement process. The Bidder's response will be subject to the public records act and therefore disclosed upon issuance of the Notice of Intent to Award in accordance with Public Contract Code 10342 - 10344
- The State will not accept company literature or pre-written information attached to the Draft Proposal in lieu of a thoughtful, fully considered response to the Requirements presented
- If it is necessary for the Bidder to provide substantiation to a Requirement, then the Bidder must attach and reference any additional supporting documentation in Volume 2, LITERATURE. The supporting documentation must include a cross-reference to the Proposal item or Requirement number it is satisfying

- Any product supporting literature containing costs or rates, (such as catalogs, maintenance service rates, etc.), submitted as part of the Draft Proposal must have all cost figures replaced with “XXX”, or otherwise obscured
- DVBE forms must **not** include actual costs; percentages of the total DVBE contract may be substituted for costs. (NOTE: Actual costs shall not be referenced in any part of any Proposal except for in the Final Proposal, Volume 3, and they must be sealed upon submission. **Failure to follow this procedure will result in disqualification**)
- **Volume 3 – Costs:** This volume must be sealed separately. RFP Exhibit 7-A, Cost Tables, submitted with the Draft Proposal **must not contain any dollar figures**. All dollar amounts must be replaced with “XXX”. Exhibit 7-A is provided as a Microsoft Excel file. Bidders shall enter their cost information directly into a copy of this file and return it with their Proposal. Note that Exhibit 7-A is a multi-sheet spreadsheet file. Each sheet contains a table of Mandatory-Optional (M-O) items and a table of Desirable (D) items. If the Bidder wishes to charge for any of the Desirable Items added by the Bidder to the Desirable tables, they must also be listed by the Bidder in the corresponding Desirable cost table in RFP Exhibit 7-A. Therefore these tables must be filed in and submitted with the Bidder’s Draft Proposal, but without any costs displayed (replaced by XXXs)
- **Volume 4 - Completed Contract:** This volume shall contain a completed contract with all blanks filled in (with the exception of any costs). The Contract must contain only approved contract modifications. (Note: Submission of a Contract with unapproved modifications with the Final Proposal will cause the Final Proposal to be rejected)

8.3.6 Final Proposal Submittal

- The Final Proposal must be submitted by the date indicated in Section 1.7 – KEY ACTION DATES. The Final Proposal must include Volumes 1 through 4 as described previously in this Section (see Section 8.2.3)
- The Bidder must respond to RFP items numbered 5.1 – 5.28, located in Section 5, Administrative Requirements. If the Bidder does not wish to respond to an optional preference (e.g., Sections 5.13 – 5.16), the Bidder shall state “Not Claimed” in the response
- Bidders must submit final proposals in accordance with the instructions in Section 8.3.4., Detailed Technical Proposal Submittal.

- Bidders may not change any of the State's Requirements, including correction of what the Bidder may perceive to be errors. If a Bidder believes it has identified an error in the RFP, the Bidder must promptly notify the State's Procurement Official listed in RFP Section 1.6. If any differences are found between the RFP Requirements as issued by the State in paper or electronic format and between the Requirements as returned in the Bidder's response, the Requirements as issued by the State shall prevail, whether identified by the State at the time of evaluation and award or not. Material changes to the Requirements that are made by the Bidder, except as specifically allowed for the addition of Desirable Items, may result in disqualification of the Bidder
- The State reserves the right to determine if a Bidder's response to the Requirement, as detailed in their description and/or supporting documentation, supports or contradicts the Bidder's claim of intended compliance
- Bidders should be aware that the successful Bidder will be required to comply with their entire proposed response, and all Requirements of the RFP and resulting Contract, not just the Business and Technical Requirements
- Failure to answer a question by responding to it simply as "Proprietary" or "Confidential" is unacceptable and will be deemed non-responsive, possibly resulting in the Bidder's immediate disqualification. A response that includes a notation that it is proprietary will remain confidential throughout the procurement process. Once the procurement process is completed, the Bidder's response will be subject to the public records act and therefore disclosed upon issuance of the Notice of Intent to Award in accordance with Public Contract Code 10342 - 10344
- The State will not accept company literature or pre-written information attached to the Final Proposal in lieu of a thoughtful, fully considered response to the Requirements presented
- If it is necessary for the Bidder to provide substantiation to a Requirement, then the Bidder must attach and reference any additional supporting documentation in Volume 2, LITERATURE. The supporting documentation must include a cross-reference to the Proposal item or Requirement number it is satisfying
- Any product supporting literature containing costs or rates (such as catalogs, maintenance service rates, etc.), submitted as part of the Final Proposal must have all cost figures replaced with "XXX", or otherwise obscured
- The State will **not** accept company literature in lieu of the appropriate forms being completed
- DVBE forms submitted with Volume I, Response to Requirements, must **not** include actual costs; percentages of the total DVBE contract amount may be substituted for

Figure 8-1, Submission Items

The table below is provided to assist Bidders with submissions. It identifies the necessary content for each submission item. An 'X' indicates the items required for each submission. An '*' indicates that the items require at least an **overview** for each submission.

Content/Structure	Submission Item					
	Prequalifying Documents	Changes to Contract Language	Conceptual Proposal	Detailed Technical Proposal	Draft Proposal	Final Proposal
Pre-qualifying Documentation (See RFP Sections 1 and 5)						
Letter of Intent to Bid (Exhibit 1-A)	X					
Statement of Experience and Financial Condition (Exhibit 1-C)	X					
Confidentiality Agreement (Exhibit 1-D)	X					
CPUC Certification to provide services (RFP Section 5.5)	X					
Volume 1- Response to Requirements						
Cover Letter	X		X	X	X	X
Table of Contents			X	X	X	X
Executive Summary			X	X	X	X
Conceptual Response			X			
Proposed Environment (See RFP Section 4)				X	X	X
Business and Technical Requirements Response for Module 1 (See RFP Section 6.1 – 6.1.14.2)			*	X	X	X
Business and Technical Requirements Response for Module 2 (See RFP Section 6.2 – 6.2.25.2)			*	X	X	X
Business and Technical Requirements Response for Module 3 (See RFP Section 6.3 – 6.3.18.2)			*	X	X	X
Business and Technical Requirements Response for Module 4 (See RFP Section 6.4 – 6.4.16.2)			*	X	X	X
Detailed Administrative Response (See RFP Section 5) Include the following forms: <ul style="list-style-type: none"> Letter of Bondability (See RFP Section 5.4.1) Contractor's Regulatory Taxes, Fees, Surcharges, and Surcredits (5-A) See also RFP Section 5.5.2 Contractor's License Information (5-B) List of Proposed Subcontractors (5-C) Worker's Compensation Certification (5-D) Optional Preference Programs, if claiming (Small Business, TACPA, EZA, LAMBRA) Signed Federal Debarment Certification (5-I) Signed Payee Data Record STD 204 (5-J) DVBE Requirements (STD 840) <u>without</u> dollar amounts. Actual dollar amounts must be included in Sealed Cost Response (5-K) Customer Reference Forms (5-L) ADA Compliance Statement (5-M) Quality State and Contractors Business Relationship Principles (5-N) See also RFP Section 4.5.5.1.1 				*	X	X
Volume 2 - Literature, if applicable			X	X	X	X
Volume 3 – Costs (RFP Section 7)						
NO DOLLAR AMOUNTS; line items only identified					X	
With actual dollar amounts (sealed separately)						X
Volume 4 – Completed Contract						
Proposed Changes to Contract Language		X				
Appendix B-1, B-2, B-3, B-4 (Model Contract)		X			X	X

6.3.10.5	Marketing Requirements	8	40		
6.3.11	Invoicing Services	144	720		
6.3.11.1	Invoicing System Services	78	390		
6.3.11.2	Fraud Management System	8	40		
6.3.11.4	Invoice Audits	8	40		
6.3.11.5	Administration Fee Collection	8	40		
6.3.11.6	CALSTARS	42	210		
6.3.12	Contracted Service Project Work	34	170		
6.3.12.1	Coordinated Project Work	17	85		
6.3.12.2	Managed Project Work	17	85		
6.3.13	Customer Advocacy	108	540		
6.3.13.1	Customer Service Center	80	400		
6.3.13.2.1	Escalation Plan	7	35		
6.3.13.2.2	Technical Resources	14	70		
6.3.13.2.3	Network Outage Response	7	35		
6.3.14	Service Level Agreements	200	1000		
6.3.14.2	Network Service level Agreements	166	830		
6.3.14.3	Administrative Service Level Agreements	34	170		
6.3.15	Fiscal Management	118	590		
6.3.15.1	Fiscal Management Database(s)	118	590		
6.3.16	Management Tools and Reports	136	680		
6.3.16.3	Customer Trouble Ticket Reporting & Tracking System	68	340		
6.3.16.4	Network Monitoring Application/Tool	68	340		
6.3.18	Required Migration and Transition Strategy	136	680		
6.3.18.1	Migration Plan Requirements of Startup	68	340		
6.3.18.2	Transition-Out Requirements of Termination	68	340		
Totals:		2,268	9616		

Table 9.5.3 – D1 Hosted Standalone IP Locations

(One-tenth of a point will be earned for the value of each location where service is available. Example: Availability is Santa Ana will earn $170 \times .1$, or 17.0 points.)

Table 9.5.3 – D1 Hosted Standalone IP Locations			
LOCATION	Weight	Hosted Standalone IP Availability	Points Earned
SAN FRANCISCO	492		
LOS ANGELES	405		
OAKLAND	391		
SACRAMENTO	365		
SAN DIEGO	238		
SAN JOSE	197		
SANTA ANA	170		
FRESNO	107		
HAYWARD	102		

	Service				
6.4.4.2	Wireline Data Channel Enhanced Line Rate Service	360	1800		
6.4.4.3	Wireline Additional Line Rate Data Channel Service	See table 9.5.3 - E4	863		
6.4.5	General Training Requirements	75	375		
6.4.8	End User Support	270	1350		
6.4.8.1	General Requirements	87	435		
6.4.8.2	Planning	54	270		
6.4.8.3	Design	54	270		
6.4.8.4	Provisioning and Implementation	54	270		
6.4.8.5	Marketing Requirements	21	105		
6.4.9	Invoicing Services	426	2130		
6.4.9.1	Invoice System for Data Services	203	1015		
6.4.9.2	Fraud Management System	21	105		
6.4.9.4	Invoice Audits	74	370		
6.4.9.5	Administrative Fee Collection	21	105		
6.4.9.6	CALSTARS	107	535		
6.4.10	Contracted Service Project Work	106	530		
6.4.10.1	Coordinated Project Work	53	265		
6.4.10.2	Managed Project Work	53	265		
6.4.11	Customer Advocacy	326	1630		
6.4.11.1	Customer Service Center	245	1225		
6.4.11.2.1	Escalation Plan	20	100		
6.4.11.2.2	Technical Resources	41	205		
6.4.11.2.3	Network Outage Response	20	100		
6.4.12	Service Level Agreements	604	3020		
6.4.12.2	Technical Service level Agreements	503	2515		
6.4.12.3	Administrative Service Level Agreements	101	505		
6.4.13	Fiscal Management	354	1770		
6.4.13.1	Fiscal Management Database(s)	354	1770		
6.4.14	Management Tools and Reports	260	1300		
6.4.14.3	Customer Trouble Ticket Reporting & Tracking System	260	1300		
6.4.16	Required Migration and Transition Strategy	414	2070		
6.4.16.1	Migration Plan Requirements of Startup	207	1035		
6.4.16.2	Transition-Out Requirements of Termination	207	1035		
	Totals:	7,660	27,948		